

CIQA

ANNUAL REPORT 2021



CENTRE FOR INTERNAL QUALITY ASSURANCE
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI- 110068



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1. Coordination of NAAC Peer Team Visit

The Centre for Internal Quality Assurance (CIQA) of the IGNOU played a major role in preparing the University for its Assessment and Accreditation (first cycle) by the National Assessment and Accreditation Council (NAAC). It submitted IGNOU's application in October 2019. The NAAC approved the application of the University on 9th January 2020. Thereafter, the CIQA prepared the Self Study Report (SSR) of the University in coordination with all the departments and uploaded it on the NAAC portal. The SSR of the University was submitted on the NAAC Portal on 7th March 2020. In its application to NAAC, data of the last five years of the University i.e. July 2014 to June 2019 was submitted to NAAC. In the preceding year, 2018-19, out of 242 programmes on offer, only 45 programmes (UG and PG Degree programmes) were been included for Assessment. The ongoing pandemic delayed the process of accreditation.

On 08th December 2020, NAAC communicated to the University that IGNOU had pre-qualified the SSR and that the Peer team would be visiting the University shortly. The Peer Team Visit (PTV) visited the University Headquarters from 5th -7th January 2021, including a local Regional Centre (Delhi-03) and two of its Learner Support Centres; and 02 Regional Centres (Cochin and Lucknow) and its Learner Support Centres on 02nd January 2021 before their Visit to the Headquarters (Annexure 1A).

The NAAC declared the result of the University on 8th January 2021. The final 3.56 Institutional CGPA and A++ grade are the certifications by the NAAC of IGNOU's quality level along with its performance and leadership (Annexure 1B). IGNOU was accredited by NAAC with an 'A++' Grade, which is the highest grade conferred upon an HEI.



2. Constitution of CIQA Committee & Conduct of Meeting

Centre for Internal Quality Assurance Committee (CIQAC) of CIQA was constituted within the University as per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020; as a mandatory requirement of NAAC (Annexure 2A). The first meeting of the Centre for Internal Quality Assurance Committee was conducted on 28th January 2021(Annexure 2B).The Committee was apprised of the NAAC Accreditation of IGNOU and the scores obtained by the University and the highest grade awarded to IGNOU by NAAC. The recommendations of the NAAC Peer Team and the Criterion wise and metric wise scorecard of IGNOU were discussed threadbare in the meeting. The Committee made recommendations for the University to take cognizance of during the second cycle to maintain the high grading. The Minutes of the CIQAC were placed in the 141st meeting of the Board of Management. The BOM lauded the efforts made by CIQA and noted the recommendations of the CIQAC and suggested the constitution of task groups criterion-wise and also the development of an Action Plan by CIQA for the University.



First meeting of the Centre for Internal Quality Assurance Committee

3. Organization of Workshop for YCMOU on NAAC Accreditation Process

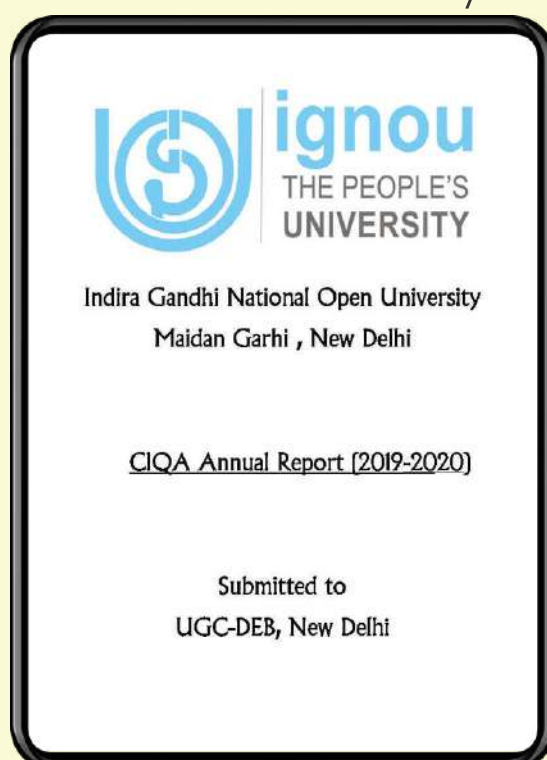
CIQA organized a two-day workshop on the “NAAC Accreditation Process” from 2nd-3rd March 2021, for the team members of Yashwantrao Chavan Maharashtra Open University (YCMOU), Maharashtra (Annexure 3A). The workshop was organized at Conference Room, Radha Krishnan Block, IGNOU Headquarters. A total of 15 participants consisting of 09 Team members from YCMOU, and Director CIQA and 5 CIQA team members served as the resource persons.



Workshop of CIQA on 2nd March 2021 with YCMOU faculty members

4. Preparation and submission of UGC Annual Report of CIQA-2019-20

CIQA was entrusted with the task of compiling the CIQA Annual Report to be submitted to the UGC DEB on its online portal for which a collaborative exercise was done with the Schools, Divisions, Centres, Units and Cells of the University. The Report was submitted on the UGC DEB portal on 31st March 2021 (Annexure 4A). The CIQA Annual Report was a Compliance status of UGC (ODL) Regulations, 2017 on Self-regulation through disclosures, declarations and reports; monitoring of Examination to ensure the sanctity of examinations, Academic and Infrastructural Requirements; Quality Assurance Guidelines of Learning Material in Multiple Media, Curriculum and Pedagogy; Guidelines on Programme Project Report; Guidelines on Learner Support Centre; Grievance Redressal Mechanism; Evaluation and Certification; Admissions. Apart from the above, details of actions taken based on Objectives and Functions of CIQA; Quality Assurance; mechanism implemented to ensure that the quality of ODL programmes matches with the quality of relevant programmes in conventional mode; details of personal contact programmes implemented; Total students enrolled and fees collected during Academic Session 2019-20; Innovation and Best Practices and Plan of Institution for next year was also reported in the document.



5. Development of an Action Plan for the University post-Accreditation

The Board directed that an Action Plan be prepared by CIQA as a follow-up measure post – accreditation of the University. Based on the 7 Criteria for assessment and accreditation of NAAC, an Action Plan was prepared by CIQA for the University taking into consideration the activities to be performed for the next assessment cycle taking cue from the NAAC assessment Report; Opt-out Metrics from NAAC Assessment; and NEP 2020 policy document. The Action Plan was circulated to all Schools of Studies, Divisions, Centres, Institute, Units and Cells on 10th June 2021 for necessary action (Annexure 5A).

6. Preparation of Revised Feedback Tools

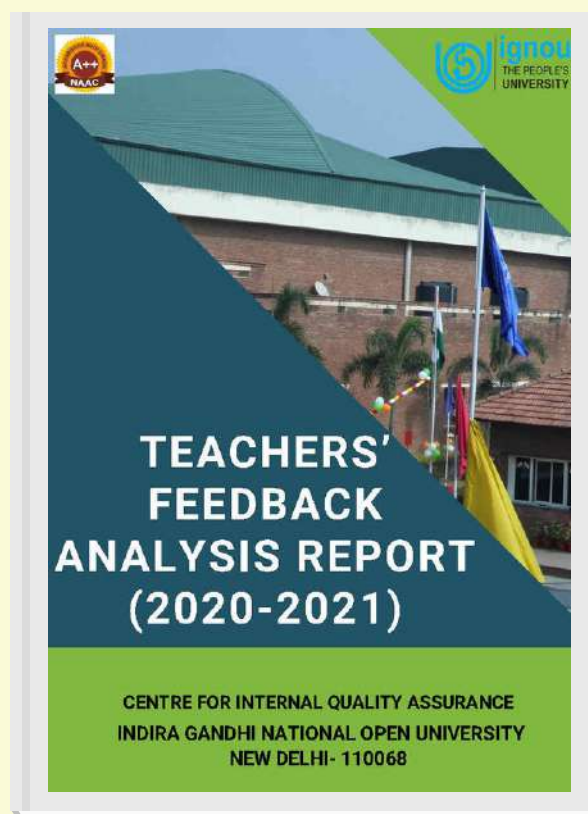
The feedback forms for obtaining feedback from stakeholders have been revised in view of the changed scenario which has had a profound and sudden impact on the educational processes of the University that have impacted the stakeholders. Many changes have been introduced in the teaching – learning process by the University to cope with the pandemic. In this endeavour, CIQA prepared the tools for obtaining feedback from all major stakeholders namely: learners, academic counsellors, subject experts and external Members of the School Board, alumni, employers, teachers, and academics in May and June 2021 (Annexure 6A, 6B, 6C, 6D, 6E, 6F, 6G, 6H)). It was administered to the stakeholders between July and August 2021.

The image displays six distinct feedback forms from IGNOU, each tailored for a specific stakeholder group. The forms are arranged in a grid-like fashion, showing various sections such as 'Dear Sir/Madam', 'Feedback Form for [Stakeholder]', and 'Feedback Form for [Stakeholder]'. Each form includes a header with the IGNOU logo and name, followed by a section for the respondent to provide feedback. Below this, there is a table for recording responses, and a final section for the feedback team's response. The forms are color-coded and have a professional layout.



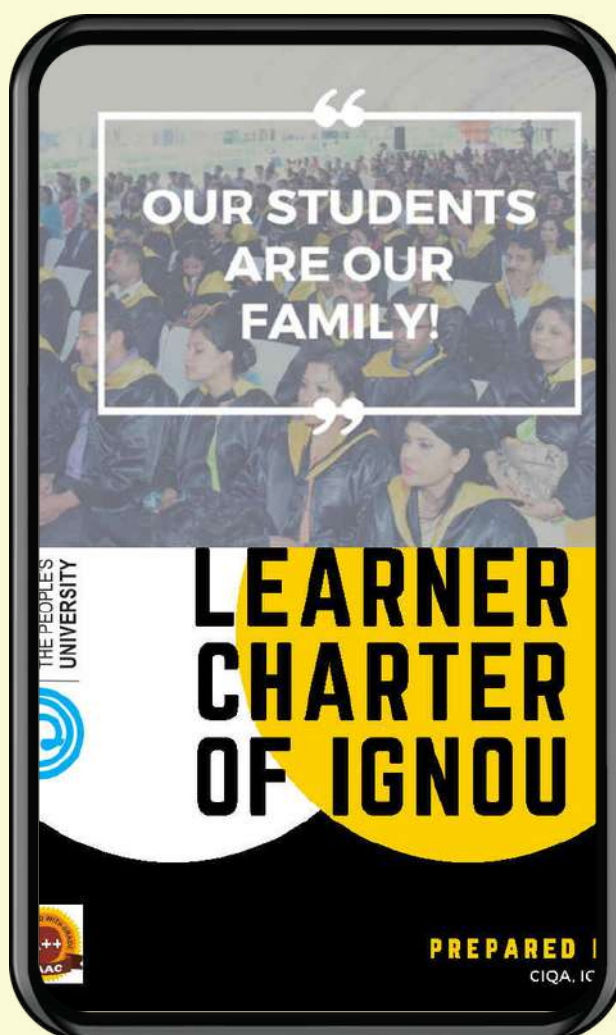
7.Preparation of Feedback Analysis Reports

The new tools developed for the teachers and the academics of IGNOU had been administered by the CIQA separately. The main objectives of these activities were to find out the opinion of the teachers and academics on the practices adopted by the University for teaching- learning and delivery of its programmes and to suggest measures for the improvement of the teaching- learning process of the University. The CIQA administered the tool on all the teachers (255) and academics (192) of the University through Google forms separately. They were requested to respond to the survey online within a stipulated time frame. The feedback questionnaire for teachers comprised 25 close ended questions and 5 open ended questions and the feedback questionnaire comprised 25 close ended questions and 2 open ended questions. The data collected was analysed using both qualitative and quantitative techniques. The two feedback analysis reports viz. Teachers' Feedback Analysis Report (2020-2021) (Annexure 7A) and Academics' Feedback Analysis Report (2020-2021) (Annexure 7B) were prepared. Both the reports were presented before the 54th meeting of Academic Council Standing Committee (ACSC) for their approval (Annexure 7C).



8.Preparation of Learner Charter

The Vice- Chancellor had constituted a committee to draft the IGNOU's Learner Charter (Annexure 8A). The CIQA developed the draft and obtained inputs from the committee members and all the Directors/ Registrars of the Schools/ Divisions/Institute/ Centres/ Unit/ Cells and Regional Centres of the University. Based on the input received, the CIQA prepared a well-defined Learner Charter, outlining the privileges entitled to a learner and also the duties and responsibilities of a learner towards the University. The Learner Charter is approved by the Vice Chancellor of the IGNOU. The "Learner Charter" of the Indira Gandhi National Open University (Annexure 8B); will be presented before the forthcoming Student Services Committee of the Board of Management for its approval from statutory body.



9.Preparation of Institutional Development Plan

The National Education Policy 2020 (NEP 2020) envisages an Institutional Development Plan (IDP) that will serve as a vision document to guide the institutional transformation. The Institutional Plan needs to be aligned with the goals set forth in the NEP 2020 to achieve the intended objectives. Therefore, it is imperative for all institutions to prepare an effective plan. The Board of Management in its 142nd meeting held on May 31, 2021 resolved for evolving an Institutional Development Plan (IDP) viz., Action Plan, Strategic, and Vision Plan, which may be developed by the CIQA of the University in consultation with Planning Board as vision for youth, as is also envisaged in the Nation Education Policy of the country. In compliance of the resolution, a Committee was constituted by the Vice Chancellor (Annexure 9A).

The committee had four meetings on said dates i.e. 1st July 2021; 12th July, 2021; 30th July 2021 and 18th October 2021. Inputs received from the committee members were compiled by CIQA and a draft IDP of IGNOU 2030 was prepared. On the directions of the Vice-Chancellor the draft IDP was circulated to the members of the Board of Management (BOM) and Planning Board (PB); academic and administrative staff of the University on 13th August 2021 for their valuable inputs/ suggestions. The suggestions then received from the BOM member Prof VS Prasad and other stakeholders were incorporated in the document. The revised document was again circulated to all the BOM and PB members on 27th August 2021. In accordance with the resolution of the 49th meeting of the Planning Board, the draft 'Institutional Development Plan of IGNOU 2030' was again vetted.

A meeting was held on 1st October 2021, under chairpersonship of Vice-Chancellor with the internal BOM members, Directors, Registrars, IDP Committee Members and Senior Professors of the University, to discuss and obtain suggestions on 'IDP of IGNOU 2030'. As per the resolution of the meeting CIQA invited strategic plans for the next five years from all Schools/ Divisions/ Centres/ Cell/ Unit/ Institute and relevant suggestions were incorporated in the IDP document after discussion with the IDP committee members.

The Institutional Development Plan of the Indira Gandhi National Open University 2030 was approved by the BOM in its 145th meeting held on 25th October 2021 (Annexure 9B). Further, on the suggestion of one of the BOM members the IDP of IGNOU 2030 was printed in book form for academic purpose. (Annexure 9C)



10. Monitoring of IDP of IGNOU 2030: Plan 1-Plans of Schools of Studies

In reference to the minutes of the 145th meeting of the BOM held on 25th October, 2021, the Vice-Chancellor has constituted the Monitoring Committee within the University for monitoring the implementation of IDP at IGNOU (Annexure 10A). The Monitoring Committee was entrusted with the responsibility of detailing multiple parallel implementation steps based on which the implementation of the plan can be monitored. In its first meeting held on 1st December 2021 the IDP Monitoring Committee (Annexure 10B) decided to circulate the targets to be achieved by 2025 as given in the IDP of IGNOU 2030 to all the Schools of Studies and RSD, ID, STRIDE, NCIDE and NCDS. The CIQA prepared a format for obtaining their inputs. The Monitoring Committee held a total of 5 interactions with all the 21 Schools of Studies on 13th, 14th, 20th, 21st and 22nd day of December 2021 (Annexure 10C, 10D, 10E, 10F, 10G). Thereafter the outcomes of these interactions and the data submitted by the Directors of the Schools of Studies had been compiled into Plan 1 as Plans of Schools of Studies (Annexure 10H) for the implementation of the IDP of IGNOU 2030. The Plan had been approved by the Chairperson of the Monitoring Committee and then placed before the Vice Chancellor for kind perusal and approval for placement in the next BOM

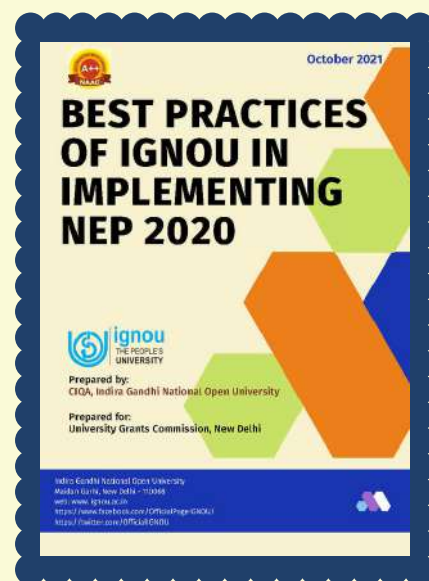


11. Documentation of Best Practices

The onset of the COVID-19 pandemic has affected functioning of Higher Education Institutions across the country and the whole world. The University had to face certain disruptions in its functioning to comply with the COVID-19 protocols. However, the issues, challenges, and conflicts that arose, were addressed appropriately and seen as an opportunity to evolve and bring about a major shift to online and digitization of all activities and operations. The IGNOU had to rethink about its operations including governance, administration, finance, teaching learning process, learner support mechanisms, etc. The CIQA documented the initiatives and activities undertaken by the University during the COVID-19 lockdown, to ensure the uninterrupted and smooth functioning of the academic and administrative activities of the University. The document is available on the CIQA web page @ Best Practices (Annexure 11A).

12. Implementation of NEP 2020 at IGNOU

CIQA was entrusted with the task of compiling the information pertaining to the implementation of NEP 2020 in the University. A meeting was convened by CIQA chaired by the Vice- Chancellor and attended by the Directors of Schools of Studies, Divisions, Centres on 1st October 2021 to present the report of activities undertaken by the University (Annexure 12A). A presentation was made before the Secretary Higher Education on the "Repositioning of IGNOU in line with NEP 2020" on 16th October 2021 (Annexure 12B). A Report on Best Practices of IGNOU in Implementing NEP 2020, was submitted to UGC on 22nd October 2021 (Annexure 12 C).



13. NEP Cell @ CIQA

In order to translate the vision of NEP-2020 into reality, the UGC has desired that all HEIs set up a 'NEP Cell' within the institution to make the initiatives operational as well monitor their progress on timely basis. Accordingly the NEP Cell was notified and housed at CIQA vide notification dated 30th November 2021 (Annexure 13A). The CIQA has taken in the initiative to compile the activities/practices of implementation of NEP 2020 by the Schools of Studies, Divisions, Centres, Cells and Units of the University. The document is available on the CIQA web page @ NEP Cell (Annexure 13 B).

14. Drafting of Policies & SOPs

The UGC had notified the UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021; Guidelines for Internationalisation of Higher Education in India; and Guidelines for Multiple Entry and Exit in Academic Programmes offered in Higher Education Institutions on 29th July 2021. The CIQA requested the Vice Chancellor to constitute a Committee to develop the standard operating procedures for implementing these policies at the University (Annexure 14A). The drafted documents were placed as 3 separate agenda items in the 77th meeting of the Academic Council held on 28th December 2021 (Annexure B, C & D).

15. Updating of IGNOU Website

Updating the information/ data on the IGNOU websites is mandatory for maintaining the quality of the University. CIQA undertook this task by randomly checking the web pages of the IGNOU websites namely that of its Headquarters and Regional Centres. The concerned Schools, Divisions, Centres, Cells, Units, and Regional Centres were informed of the anomalies noted by the academic staff of CIQA and were requested to take necessary action by updating the information and data (Annexure 15A).



16. FDP/ Workshops/ Webinars Attended by Academic Staff of CIQA

During the period, the academic staff of CIQA attended a total of four FDP/ Workshops/ Webinars.

S No.	Type of Programme	Programme Details	Date	Organizer	Name of the Participant
1.	Webinar	The Role of the TEQSA in regulating and QA in Australian HEIs	29 th January, 2021	NAAC, Bengaluru	Dr Shekhar Suman
2.	Webinar	Quality Assurance of Distance Education	14 th January, 2021	NAAC, Bengaluru	Dr Shekhar Suman
3.	FDP	Faculty Development Programme on Serving Students with Disabilities in Open, Distance and Online Learning	26 th -30 th April, 2021	STRIDE, IGNOU	Dr Navita Abrol
4.	Webinar	Sensitization on Academic Bank of Credits for A Grade and above HEIs	16 th November, 2021	NAAC, Bengaluru	Prof Manjulika Srivastava Dr Navita Abrol



17. Research Publications of Academic Staff of CIQA

During the period, the academic staff of CIQA was also engaged in writing of research papers/ chapters/ books to further their academic knowledge, sharpen their research skills and academic competency. The details are as follows:

S No.	Title	Author(s)	Details of Publication
1.	Going Digital in COVID Times: IGNOU's Experience	Manjulika Srivastava Navita Abrol Bijaylaxmi Mishra S K Pulist	Indian Journal of Open Learning (IJOL). 29 (2) September 2020
2.	Attitude Of Young Adults Towards Marriage	Lt Col Indira Navita Abrol	International Journal of Recent Scientific Research. 12 (03). pp. 41250-41265, March, 2021
3.	NEP: Equity and Inclusion in Higher Education	Manjulika Srivastava	In National Education Policy 2020: Issues, Challenges and Reflections. Eds. Rajendra Prasad Das & Santosh Panda. IGNOU, New Delhi. June 20, 2021 (Pp 85-101) ISBN:978-93-91229-29-0
4.	An Innovative Approach to Inclusion: A Case Study of The Tata Institute of Social Sciences	Priyam Shukla Manjulika Srivastava	Asian Journal of Multidisciplinary Research & Review. 2(4). August - September 2021
5.	Online Evaluation: A Viable Alternative for Contemporary Times	Manjulika Srivastava P. Vijayakumar Bijayalaxmi Mishra Navita Abrol Shekhar Suman	The Online Journal of Distance Education and e-Learning (TOJDEL) 9 (4), October 2021
6.	Institutional Development Plan of IGNOU 2030 (Book)	Swaraj Basu Manjulika Srivastava Snikant Mohapatra Pankaj Khare S. R. Jha P. Vijayakumar	IGNOU, New Delhi. December 2021 ISBN:978-93-5568-162-1

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)



STAFF MEMBERS

Prof Manjulika Srivastava
Director

Mr Arun Verma
Personal Secretary

Dr Navita Abrol
Assistant Director

Mr Rajesh Mohan
Asstt Executive (Data Processing)

Dr Shekhar Suman
Assistant Director

Mr Shegal Dhaka
Multi Tasking Staff

Prepared & Designed by
PROF MANJULIKA SRIVASTAVA
DR NAVITA ABROL

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi - 110068

**Peer Team Visit Schedule for Indira Gandhi National Open University (IGNOU),
 New Delhi
 (02nd and 05th -07th January 2021)**

	Peer Team visit Schedule	Timings
2nd January	Visit to Regional Centers/ Learners Support centers, Kochi by Dr. Prof D Sreeramulu, Dean, Osmania University, Hyderabad, Telangana Visit to Regional Centers/ Learners Support centers, Lucknow by Dr. Om Prakash Singh Negi Vice Chancellor, Uttarakhand Open University, Haldwani, Uttarakhand	
Day 0	Peer Team discussion	17.00hrs- 19.00hrs
	Finalization of the Visit Schedules	19.00hrs- 20.00hrs
Day 1	Meeting with the Vice Chancellor and VC's Presentation and Interaction	09.00hrs- 10.30hrs
	Visit to Various Schools (4/5 groups)	10.30hrs- 13.30hrs
	<ol style="list-style-type: none"> 1. School of Social Sciences 2. School of Management Studies 3. School of Humanities 4. School of Health Sciences 5. School of Sciences 6. School of Computer and Information Sciences 7. School of Extension and Development Studies 8. School of Gender and Development Studies 9. School of Tourism and Hospitality Service Management 10. School of Social Work 11. School of Continuing Education 12. School of Journalism and New Media Studies & 13. School of Education 14. School of Translation Studies and Training programmes 15. School of Agriculture 16. School of Vocational Education and Training 17. School of Law 18. School of Performing and Visual Arts 19. School of Engineering and Technology 20. School of Interdisciplinary and Transdisciplinary Studies 21. School of Foreign Languages 22. Staff Training and Research Institute of Distance Education (STRIDE) 	
	Luncheon meeting with the members of Board of Management (BoM)	13.30hrs- 14.30hrs
	<ul style="list-style-type: none"> • Visit of IGNOU Regional Centre (Delhi): One Group • Interaction with Regional Centres of the University (Virtual and Face to Face) • Interaction with four Learner Support Centres and two Overseas Study Centres (Virtual mode) • Visit to Electronic Media Production Centre (EMPC) 	14.30hrs- 17.30hrs
	Cultural Programme	18.15hrs- 19.00hrs
	Internal Peer Team Members meeting	20.00hrs onwards

	Peer Team visit Schedule	Timings
Day 2	Interaction with the following Division/ Centres: <ol style="list-style-type: none"> 1. Centre for Online Education (CoE) 2. Student Service Centre (SSC) 3. National Centre for Innovations in Distance Education (NCIDE) 4. National Centre for Disability Studies (NCDS) 5. International Division (ID) 6. Planning and Development Division 	09.00hrs- 13.30hrs
	Interaction with the following Service Divisions/Cells <ol style="list-style-type: none"> 1. Student Registration Division (SRD) 2. Student Evaluation Division (SED) 3. Material Production Development Division (MPDD) 4. Library & Documentation Division (L&DD) 5. Academic Coordination Division (ACD) 6. Computer Division (CD) 7. Administration Division (AD) 8. Finance & Accounts Division (F&AD) 	
	Lunch	13.30hrs-14.30hrs
	<ul style="list-style-type: none"> • Interaction with Teachers/ Academics • Interaction with CPC and alumni (Online) • Interaction with non-teaching staff • Visit to CIQA • Meeting with Registrar/FO 	14.30hrs-17.30hrs
	<ul style="list-style-type: none"> • Visit to Physical Facilities i.e. Library, Health Centre & Medical facilities etc, • Horticulture Cell 	17.30hrs- 18.30hrs
	Internal Peer Team Members meeting	20.00hrs onwards

	Peer Team Visit schedule	Timings
<i>Day 3</i>	Review of physical facilities such as safety and security, Counseling, Ramp/Rails, etc., and review of alternative energy initiatives, rain water harvesting, waste management system etc., Review of best practices and Institutional Distinctiveness	09.00hrs-11.00hrs
	Report writing, Checking Documentary evidences if any Discussion and modifying the draft Peer Team Report and finalization, Visiting to facilities which has not been covered so far	11.30hrs- 13.00hrs
	<i>Lunch</i>	13.00hrs- 14.00hrs
	Report writing continues	14.00hrs- 15.00hrs
	Sharing the Peer Team Report with the Head of the Institution	15.00hrs- 16.00hrs
	Finalizing the Peer Team Report	16.00hrs- 17.00hrs
	Exit Meeting	17.00hrs- 17.30hrs

NAAC

Institutional Assessment and Accreditation

(Effective from July 2017)

Accreditation - (Cycle: 1)

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY, New Delhi,
Delhi, 110068**

Track ID : DLUNGN105565

AISHE-ID : U-0104

Visit dates : 05 - 01 - 2021 to 07 - 01 - 2021

Grade Sheet



NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

An Autonomous Institution of the University Grants Commission

P.O. Box No. 1075, Nagarbhavi, Bengaluru - 560 072, INDIA

Name of the Institution: INDIRA GANDHI NATIONAL OPEN UNIVERSITY
 Type of the Institution: Open Distance Learning (ODL) Universities
 Dates of Visit: 05 - 01 - 2021 to 07 - 01 - 2021

No	Criteria	Weightage (W_i)	Criterion-wise weighted Grade Point (CrWGP _i)	Criterion- wise Grade Point Averages (CrWGP _i / W_i)
1	Curricular Aspects	135	420	3.11
2	Teaching-learning and Evaluation	245	896	3.66
3	Research, Innovations and Extension	190	593	3.12
4	Infrastructure and Learning Resources	95	370	3.89
5	Learner Support and Progression	93	354	3.81
6	Governance, Leadership and Management	95	377	3.97
7	Institutional Values and Best Practices	100	385	3.85
Total		$\sum_{i=1}^7 (W_i) = 953$	$\sum_{i=1}^7 (CrWGP_i) = 3395$	3.56

$$\text{Institutional CGPA} = \frac{\sum_{i=1}^7 (CrWGP_i)}{\sum_{i=1}^7 (W_i)} = 3395 / 953 = 3.56$$

Grade: A++



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068
NAAC Accredited A++ Grade

F. NO. AD/2/NA/..... **2649**

Date: **13** July, 2021

NOTIFICATION

As per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 and mandatory requirement of NAAC a Centre for Internal Quality Assurance Committee, of CIQA has been constituted within the University by the Vice Chancellor. The Committee constituted vide No AD/2/NA/6664 dated 20.01.2021 has been amended and shall have the following composition, namely:-

(a)	Vice Chancellor of the University	Chairperson	Prof. Nageshwar Rao
(b)	Three senior teachers of Higher Educational Institution	Members	1. Prof. Santosh Panda (STRIDE) 2. Prof. B. B Khanna (School of Management Studies) 3. Prof. Swaraj Basu (School of Social Sciences)
(c)	Head of three Departments or School of Studies offering recognized programmes in Open and Distance Learning and Online mode	Members	1. Prof. (Dr.) Rashmi Sinha (Director, SCSS) 2. Prof. Sujatha Varma (Director, School of Sciences) 3. Prof. P. V. Suresh (Director, School of Computer and Information Sciences)
(d)	Two external experts of Open and Distance Learning and/or Online education	Members	1. Professor Mammala Das (Former Vice Chancellor, Netaji Subhas Open University, Kolkata) 2. Prof. Ashok Sharma (Former Vice Chancellor, Vardhman Mahaveer Open University, Kota)
(e)	Officials from the Administration and Finance departments of the Higher Educational Institution	Members	1. Registrar (Admin) 2. Dr. Jitendra Dev Gangwar (Finance Officer, IGNOU)
(f)	Director, Centre for Internal Quality Assurance	Member Secretary	Prof. Manjuthika Prasad

The membership of members at clauses (b), (c), (d) and (e) shall be for a period of two years from the date of issuance of earlier Notification No. AD/2/NA/6664 dated 20.01.2021 and the membership of members at SL No.1 and 3 of the (e) shall be for a period of two years from the date of issuance of this Notification.

The Committee of Centre for Internal Quality Assurance shall meet at least once in a semester. The quorum for the meeting shall be two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports will be presented before the Board of Management meetings and are to be documented with official signatures and maintained electronically in a retrievable format.

Centre for Internal Quality Assurance Committee shall perform the following functions, namely :

- i. To oversee the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes.
- ii. To facilitate adoption of instructional design requirements as per the philosophy of the Open and Distance Learning and/or Online learning decided by the statutory bodies of the HETI for its different academic programmes.
- iii. To promote automation of learner support services of the Higher Educational Institution.
- iv. To coordinate with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes.
- v. To coordinate with third party auditing bodies for quality audit of programmes.
- vi. To oversee the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution.
- vii. To promote collaboration and association for quality enhancement of Open and Distance Learning and Online modes of education and research therein.
- viii. To facilitate industry-institution linkage for providing exposure to the learners and enhancing their employability.

This is issued with the approval of the Vice-Chancellor.

13/7/20
(DR. V. B. NEGI)
Registrar (Admin) I/c

To

1. Members of the Committee
2. Director, CIQA
3. Directors of Schools/Divisions/Institute Centres/Units/Cell
4. Registrars of Admin./SRD/SEO/MPDD
5. Director, NAAC
6. Asstt. Registrar, VCO for information of the Vice Chancellor.
7. PS to PVC(s)
8. Notification file
9. Office Copy



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI
ADMINISTRATION DIVISION (ESTT-I)



NAAC Accredited A++ Grade

F. NO. AD/2/NA/3080
Date: 10 September, 2021

NOTIFICATION

As per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 and mandatory requirement of NAAC a Centre for Internal Quality Assurance Committee, of CIQA has been constituted within the University by the Vice Chancellor. The Committee constituted vide No. AD/2/NA/6664 dated 20.01.2021; No. AD/2/NA/2649 dated 13.07.2021 has been amended and shall have the following composition, namely:-

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(b)	Three senior teachers of Higher Educational Institution	Members	1. Prof. Santosh Panda (STRIDE) 2. Prof. Sunita Malhotra (School of Sciences) 3. Prof. Swaraj Basu (School of Social Sciences)
(c)	Head of three Departments or School of Studies offering recognized programmes in Open and Distance Learning and Online mode	Members	1. Prof. (Dr.) Rashmi Sinha (Director, SOSS) 2. Prof. Sujatha Varma (Director, School of Sciences) 3. Prof. P.V. Suresh (Director, School of Computer and Information Sciences)
(d)	Two external experts of Open and Distance Learning and/or Online education	Members	1. Professor Manimala Das (Former Vice Chancellor, Netaji Subhas Open University, Kolkata) 2. Prof. Ashok Sharma (Former Vice Chancellor, Vardhman Mahaveer Open University, Kota)
(e)	Officials from the Administration and Finance departments of the Higher Educational Institution	Members	1. Registrar (Admin) 2. Dr. Jitendra Dev Gangwar (Finance Officer, IGNOU)
(f)	Director, Centre for Internal Quality Assurance	Member Secretary	Prof. Manjulika Srivastava

9/9/2021

Contd. 2

- 2 -

The membership of members at clauses b(1, 3), (c), (d) and (e) shall be for a period of two years from the date of issuance of earlier Notification No. AD/2/NA/6664 dated 20.01.2021, No. AD/2/NA/2649 dated 13.07.2021 and the membership of members at Sl. No.2 (b) shall be for a period of two years from the date of issuance of this Notification.


The Committee of Centre for Internal Quality Assurance shall meet at least once in a semester.

The quorum for the meeting shall be two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports will be presented before the Board of Management meetings and are to be documented with official signatures and maintained electronically in a retrievable format.

Centre for Internal Quality Assurance Committee shall perform the following functions, namely:-

- i. To oversee the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes.
- ii. To facilitate adoption of instructional design requirements as per the philosophy of the Open and Distance Learning and/or Online learning decided by the statutory bodies of the HEI for its different academic programmes.
- iii. To promote automation of learner support services of the Higher Educational Institution.
- iv. To coordinate with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes.
- v. To coordinate with third party auditing bodies for quality audit of programme(s).
- vi. To oversee the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution.
- vii. To promote collaboration and association for quality enhancement of Open and Distance Learning and Online modes of education and research therein.
- viii. To facilitate industry-institution linkage for providing exposure to the learners and enhancing their employability.

This is issued with the approval of the Vice-Chancellor.


 (Dr. V.B. Negi)
 Registrar (Admn) I/c

To,

1. Members of the Committee
2. Director, CIQA
3. Directors of Schools/Divisions/Institute/Centres/Units/Cells
4. Registrars of Admn./SRD/SED/MPDD
5. Director, NAAC
6. Asstt. Registrar, VCO for information of the Vice Chancellor
7. PS to PVC(s)
8. Notification file
9. Office Copy



NAAC Accredited A++ Grade

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)
MAIDAN GARHI, NEW DELHI-110 068**

MINUTES OF THE 1st MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE COMMITTEE HELD ON 28th JANUARY 2021 AT 11.00 AM AT DR S. RADHAKRISHNAN BLOCK, IGNOU, MAIDAN GARHI, NEW DELHI-110 068.

Following attended the meeting on 28th January 2021:

1.	Prof Nageshwar Rao, Vice Chancellor , IGNOU	Chairperson
2.	Prof Manimala Das, Former VC of NSOU	External Members
3.	Prof Ashok Sharma, Former VC of VMOU	External Members
4.	Prof Santosh Panda, STRIDE	Member
5.	Prof BB Khanna, SOMS	Member
6.	Prof Swaraj Basu, SOSS	Member
7.	Prof Uma Kanjilal, Director, COE	Member
8.	Prof Sujatha Verma, Director, SOS	Member
9.	Dr Jitendra Gangawar, Finance Officer, IGNOU	Member
10.	Dr Shanmugam, Registrar (I/C) (Adminstration) IGNOU and in the capacity of Director, RSD as a special invitee)	Member
11.	Prof. Manjulika Srivastava, Director CIQA	Member Secretary
12.	Prof RP Das, PVC	Special invitee
13.	Prof Satyakam, PVC	Special invitee
14.	Prof Ravi Shankar, Director, SOMS	Special invitee
15.	Prof Malati Mathur, Director, SOH	Special invitee
16.	Prof Rashmi Sinha, Director, SOSS	Special invitee
17.	Prof RP Singh, SOCE	Special invitee
18.	Dr Pankaj Khare, Director P&DD	Special invitee
19.	Dr Devkant Rao, Director ACD	Special invitee
20.	Prof. Vijayshree (SOS)	Special invitee
21.	Prof. SR Jha (SOS)	Special invitee
22.	Dr S Mohapatra Senior Regional Director	Special invitee

Prof Manimala Das, former Vice Chancellor NSOU, external member of the committee and Prof Sujatha Verma, Director, SOS attended the meeting in virtual mode on ZOOM platform. Prof VV Subrahmanyam (Director, SOCIS) could not

Manjulika Srivastava
प्रो. मन्जुलिका श्रीवास्तव
Prof. Manjulika Srivastava
निदेशक (सी.आई.क्यू.ए.)
Director (C.I.Q.A.)



WORKSHOP ON NAAC ACCREDITATION PROCESS

ORGANIZED BY
CIQA, IGNOU, NEW DELHI

SCHEDULE FOR THE TEAM MEMBERS OF YCMOU
ON 2nd -3rd MARCH, 2021

DAY 1: 2nd March 2021

Time	Session	Venue
10:30-11:30 Hours	Welcome at CIQA, IGNOU — Interaction with Director CIQA and staff; — Presentation by Director, CIQA, IGNOU : Overview of whole accreditation process from filling up the IIQA till Peer Team Visit	Conference Room, Radha Krishnan Block
11:30-11:45 Hours	Tea Break	
11:45-13:00 Hours	— Presentation on IIQA by Director, CIQA, IGNOU — Presentation on Draft IIQA by Director CIQA YCMOU — Interaction with CIQA Working Group Members	Conference Room, Radha Krishnan Block
13:00-14:00 Hours	Lunch Break	Guest House, IGNOU
14:00-15:45 Hours	Discussion on Criterion I to II — Presentation by Director, CIQA, IGNOU — Interaction with CIQA Working Group Members	Conference Room, Radha Krishnan Block
15:30-15:45 Hours	Tea Break	
15:45-17:00 Hours	Discussion on Criterion III — Presentation by Director, CIQA, IGNOU — Interaction with CIQA Working Group Members	Conference Room, Radha Krishnan Block

DAY 2: 3rd March 2021

Time	Session	Venue
10:30-11:30 Hours	Discussion on Criterion IV to VI — Presentation from Director, CIQA, IGNOU — Interaction with CIQA Working Group Members	Conference Room, Radha Krishnan Block
11:30-11:45 Hours	Tea Break	
11:45-12:15 Hours	Discussion on Criterion VII — Presentation from Director, CIQA, IGNOU Interaction with CIQA Working Group Members	
12:15-13:15 Hours	Discussion on Learner Satisfaction Survey. — Presentation from Director, CIQA, IGNOU — Interaction with CIQA Working Group Members Discussion on DVV Process — Presentation from Director, CIQA, IGNOU — Interaction with CIQA Discussion On Preparation For Peer Team Visit (PTV). — Presentation by Director, CIQA, IGNOU — Interaction with CIQA Working Group Members	Conference Room, Radha Krishnan Block
13:15-13:30 Hours	Exit Meeting — CIQA staff and Working Group members with YCMOU Team Members	Conference Room, Radha Krishnan Block



Indira Gandhi National Open University
Maidan Garhi , New Delhi

CIQA Annual Report (2019-2020)

Submitted to
UGC-DEB, New Delhi



**Centre for Internal Quality Assurance
Indira Gandhi National Open University**

Date: 10-6-2021

To
Directors/ Registrars
Schools/ Divisions/ Centres/Institute/Units/ Cells

Dear Madam/ Sir,

The Institutional Grade Sheet issued by NAAC on 8th January 2021 and the Report of the NAAC Peer Team was placed in all the statutory bodies of the University, namely the Board of Management (141st meeting held on 24th March 2021), the Academic Council (76th meeting held on 9th April 2021) and an agenda has been submitted for placement in the Planning Board.

As mandated by NAAC, post accreditation, the CIQA Committee (CIQAC) was constituted. The above documents were placed before the CIQAC in its first meeting held on 28th January 2021.

In compliance with the decisions taken in these bodies:

1. Resolution no. CIQA 4.1.2 (Decision no. 7) taken by the CIQA Committee:

CIQA should prepare an action plan for the University in consideration of the activities to be performed in the next assessment cycle taking cue from the NAAC Assessment Report.

2. The minutes of the aforesaid CIQA committee was placed before the BOM in its 141st meeting held on 24/03/2021 where in the BOM vide resolution no. BM 141.7.3 resolved as under:

The Board considered the recommendations of the Centre for Internal Quality Assurance Committee made in its 1st meeting and recommendations of the Board members. The Board directed that an action plan be prepared by CIQA immediately. The Action Plan be implemented soon.

In compliance to the above resolutions, please find attached the Action Plan (duly approved by the competent authority) for kind perusal and necessary action.

With kind regards.

Yours Sincerely,

-Sd-

Prof. Manjulika Srivastava

Director, CIQA




NAAC Accredited A++

CENTRE FOR INTERNAL QUALITY ASSURANCE

ACTION PLAN FOR IGNOU

Second Cycle of Accreditation -July 2019- June 2024

CRITERION I- CURRICULAR ASPECTS (150)		
S No	Action to be taken	Remarks
1.	The Schools of Studies need to develop 12 to 13 UG and PG Degree programmes in total.	Schools
2.	The Schools of Studies need to revise at least 12-13 UG and PG Degree programmes on offer.	Schools
3.	MOOCs/ OERs need to be developed/ adopted for increasing the number of such courses on offer.	Schools, COE, Teachers & Academics
4.	Schools to introduce more courses/ integrate existing vocational and skill enhancement courses into their degree programmes to focus on employability, entrepreneurship and skill development.	Schools
5.	Existing (or new) courses from across the Schools should be included to enhance the multidisciplinary nature of the degree programmes on offer.	Schools
6.	CBCS to be adopted in all UG and PG degree programmes offered by the University.	Schools
7.	Multiple entry and exit provisions to be created in the structure of the degree programmes offered by the University.	Schools
8.	The existing credit transfer scheme of the University should be revisited to accommodate the credits earned by a learner through Course wise Registration and Certification Scheme, SWAYAM courses, ODL/Online programmes and facilitate the functioning of the Academic Bank of Credits (ABC) which will enable inter-institutional mobility of learners.	SRD & Schools
9.	Feedback forms for all stakeholders to be developed periodically and feedback analysis reports to be prepared and approved	CIQA, Schools, RSD, ID, CPC
CRITERION II – TEACHING-LEARNING AND EVALUATION (250)		
S No	Action to be taken	Remarks
10.	Sustained efforts to be made to reach out to potential learners in villages through Gram Panchayats, Schools, Unnat Bharat Abhiyan (UBA) Scheme, Youth Clubs, local meets and fairs to increase access all over the country and make a significant contribution to GER.	RCs, RSD & UBA
11.	Special efforts to identify areas with large populations of socially and economically disadvantaged groups (SEDGs) viz. SC/ST, people living in rural/remote areas, women, jail inmates, persons with special needs (PwD); for publicizing IGNOU and its programmes.	RCs, RSD & UBA


 प्रो. मन्जुलिका श्रीवास्तव
 Prof. Manjulika Srivastava
 निदेशक (सी.आई.क्यू.ए.)
 Director (C.I.Q.A.)



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Centre for Internal Quality Assurance
Indira Gandhi National Open University

File No.IG/CIQA/Feedback

Date: 17th June, 2021

Sub-Approval for the revised Feedback forms for the stakeholders- reg.

As approved on prepage-7, the feedback forms for obtaining feedback from stakeholders have been revised in view of the changed scenario that has had a profound and sudden impact on the educational processes of the University that have impacted the stakeholders. Many changes have been introduced in the teaching - learning process by the University to cope with the pandemic.

In this endeavour, CIQA formed the following groups, to prepare tools for obtaining feedback so that they could be placed before the competent authority at the earliest.

1. Tool for Learners-Dr Bijayalaxmi Mishra & Dr SK Pulist
2. Tool for Teachers- Prof Nilima Srivastava & Ms Poonam Bhushan
3. Tool for Subject Experts- Prof Manjulika Srivastava & Dr Vijaykumar
4. Tool for Academic Counsellors- Dr Hema Pant & Dr Vinita Katiyar
5. Tool for Alumni- Dr SK Mishra & Dr Shekhar Suman
6. Tool for Academics- Dr VP Rupam , Dr Hema Pant & Dr SK Pulist
7. Tool for Employers- Prof Manjulika Srivastava & Dr Shekhar Suman

The revised tools for obtaining feedback from the following stakeholders are placed opposite for kind perusal and approval please:

- 1. Teachers; 2. Academics; 3. Subject Experts; 4. Learners; 5. Academic Counsellors;
6. Alumni and 7. Employers**

If approved, we may be permitted to send it to the concerned Schools/ Divisions/ Cell to administer them immediately to collect the feedback in a time-bound manner with a request to collect it on an urgent basis.

This exercise would facilitate the authorities to take informed policy decisions. Also to maintain the grade of A++, this activity needs to be taken up immediately.

Submitted for approval please.

Manjulika Srivastava
Director CIQA

Vice- Chancellor



Learners Feedback Form for the year 2020-2021

FEEDBACK FORM FOR LEARNERS

Dear Learner,

We all have been passing through an unprecedented situation due to the Pandemic. Our routine activities have been impacted by the spread of the Covid-19. The social distancing norms have forced all of us to distance from all such activities which were required for your academic support.

The University adopted different alternatives to enrich your academic experience. Since the lockdown conditions had restricted delivery of the self-learning material (SLM) to your door step, SLM was provided through IGNOU eContent Mobile App, eGyankosh and lectures on YouTube, Facebook etc. In addition to this, Google Meet, Zoom, WebEx was extensively used by the Study Centres for providing counselling. The Regional Centres and Study Centres made efforts to help you by accepting assignments, dissertations, project reports and other assessment reports through online methods.

The University seeks your feedback so as to work upon it to eliminate the potential barriers between you and your studies. **You are requested to kindly spare 10-15 minutes of your valuable time for filling up the feedback form given below. Your responses will be kept confidential.**

FEEDBACK

Name: _____

Gender:

- Male
- Female

Age Group:

- 20-30 years
- 30-40 years
- 40-50 years
- 50 years and above

Name of the Programme: _____

Year of Enrolment: _____

Employment status:

- Employed
- Self-employed
- Un-employed

Category:

- SC



FEEDBACK FORM FOR ACADEMIC COUNSELLORS

Dear Madam/Sir,

Academic Counselling is a crucial dimension of learner support in the Open and Distance Learning (ODL) system and your role is pivotal for its success. You provide the much-needed human interface to the distance learner by providing academic support and addressing queries and doubts during their academic pursuits. During the lockdown imposed due to the COVID-19 pandemic, the University adopted various online/digital and social media platforms to ensure continuance of the study. Academic counselling was organized using the online platforms such as Google meet, Zoom, Webex, YouTube, Facebook live, Twitter, Instagram of IGNOU. Hence the University seeks your valuable feedback in view of the transition from face-to-face to online/digital mode of academic counselling.

You are requested to kindly spare 10-15 minutes of your valuable time for filling up the feedback form given below. Your responses will be kept confidential.

Part I: Basic Information

1. Name of Academic Counsellor: _____
2. Gender: A. Male B. Female C. Transgender
3. Age Group (in years): A. 25 to 35 B. 36 to 45 C. 46 to 55 D. 56 and above
4. Category: A. SC B. ST C. OBC D. GEN
5. Mobile Number: _____
6. Email id: _____
7. Empanelment Id of Academic Counsellor: _____
8. Name of Regional Centre: _____
9. LSC Name (Code No.): _____
10. Programme(s) (separate with comma): _____
11. Course Code(s) (separate with comma): _____
12. Total experience as an Academic Counsellor in IGNOU (number of years): _____
13. Have you attended Orientation Programmes conducted by IGNOU:
 - a) Systemic (ODL): Yes/No?
 - b) Discipline specific: Yes/No?

FEEDBACK FORM FOR SUBJECT EXPERTS

Dear Sir/Madam,

We are happy to inform you that our University has been Graded A++ with a total score of 3.56 on a 4 point scale by the National Assessment and Accreditation Council (NAAC). Feedback from the stakeholders is essential for the improvement and development of any system. In the educational system, it not only helps in improving the teaching-learning process, but also helps in updating/restructuring the curriculum as per the needs and requirements of the learners. Feedback analysis mechanism is an essential tool in ensuring the quality assurance of the programmes. You as a **Subject Expert** are an important stakeholder involved in the designing and development of the curriculum. You are the link between field reality and the learners. Your feedback will help in identifying the gaps in the curriculum particularly the areas that need updating. Your role is pivotal in the design and development of new programmes and revision of the existing ones.

The unprecedented Pandemic has impacted the teaching- learning process, the world over. Consequently, the University has been trying different alternatives to enrich the academic experience of its learners. Since the lockdown conditions had restricted delivery of the self-learning material (SLM) to the doorsteps of the learners, the University provided soft copy of the SLM through IGNOU eContent Mobile App, eGyankosh and lectures on the YouTube wherever feasible. For providing counselling services, electronic communication channels namely Gyan Darshan, GyanVani, GyanDhara, and Web-enabled Academic Support (WEAS) were used to reach out to the learners in an effective and best possible effective way. Efforts were made to restore academic counselling by making use of Facebook live, Google Meet, WebEx, Zoom and YouTube. The University seeks your valuable feedback on how best it can eliminate the potential barriers between the learner and institution by designing, developing/revising and delivering the updated course content. **You are requested to kindly spare 10 minutes of your valuable time for filling up the Feedback form given below:**

FEEDBACK**Name of the Subject Expert:** _____**Age:** _____ years**Highest Educational Qualification:** _____**Institution you are working/affiliated with:** _____**Name of the Programme involved in:** _____**Number of years you are associated with IGNOU:** _____



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi-110068
Centre for Internal Quality Assurance



Please paste
your
photograph in
this box

Alumni Feedback Form for the year 2020-2021
 (Please send filled feedback form to directoripc@ignou.ac.in)

Dear Alumni,

We are glad that you have spent valuable years pursuing programmes of your choice at NAAC A++ Accredited Indira Gandhi National Open University (IGNOU), New Delhi. AS IGNOU values its alumni and strives to develop long term bonding with the passed out learners, we shall be thankful if you can spare some of your valuable time to fill up this feedback form and give us valuable suggestions for further improvement of the University. Your valuable inputs will be of great use to improve the quality of our academic programmes and enhance the credibility of our University.

You may also visit the IGNOU website at www.ignou.ac.in for more details.

Name of the Alumni		Name of School of Study	
Date of Birth (DD/MM/YYYY)		Year of Enrollment	
Programme of Study		Year of Passing Out	
Current Position & Address		Facebook ID	
Email		Mobile No.	

Please rate your response as 1-Unsatisfactory(US), 2- Satisfactory(S), 3- Fair(F), 4- Good(G), 5- Very Good(VG)

Sr.	Attributes	VG	G	F	S	US
1.	Admission Procedure					
2.	Fee structure					
3.	Quality of Self Learning Material (SLM)					
4.	Relevance of programme for employment prospects					
5.	E-resource such as e-SLM, previous year question papers, assignments etc					
6.	Evaluation process (assignment and Term End Exam)					
7.	Infrastructure at Learner Support Centre (Study Centre)					
8.	Support from Regional Centre					
9.	Counsellors (Faculty)					
10.	Laboratories (if applicable)					
11.	Project Guidance (if applicable)					
12.	Library					
13.	Online support					
14.	Radio programmes (Gyanvani)					
15.	TV programmes (Gyandarshan)					



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi-110068

Centre for internal Quality Assurance

Employer Feedback Form for the year 2020-2021

(Please send filled feedback form to directorcpce@ignou.ac.in)



Dear Employer,

The Alumni of our University have been working with you. We are thankful to you for providing them the opportunity to work in your prestigious Company/ Organization. You will be pleased to know that the Indira Gandhi National Open University (IGNOU), New Delhi has been accredited with '**A++**' Grade by **NAAC**, which is the highest grade awarded by NAAC.

We appreciate if you can spare some of your valuable time to fill up this feedback form. Your satisfaction about standards and caliber of IGNOU alumni is important. As a National Open University we always do need analysis and initiate dialogue with the Employer for modifying the curriculum accordingly.

Your support and feedback will help us to improve the University and its academic programmes further in sustenance of quality standards of the IGNOU and give you better skilled industry ready employees in future.

You may also visit the IGNOU website at www.ignou.ac.in for more details.

Employer Feedback Form

1. Business domain of the organization:
2. Number of Alumni of the University employed by you till date:.....
3. Number of Alumni of the University working with you, now:.....

Name of the Alumni		Name of the evaluating person with Designation	
Designation of the Alumni		Email	
Experience at your Organization		Mobile No.	

Please rate your response as 1-Unsatisfactory (US), 2- Satisfactory(S), 3- Fair(F), 4- Good(G), 5- Very Good(VG)

Sr.	Attributes	VG	G	F	S	US
1.	Ability to contribute to the goal of the organization					
2.	Ability to manage/leadership					
3.	Ability to take up extra responsibility					
4.	General communication skills					
5.	Technical skill					
6.	Planning and organizational skills					
7.	Developing practical solutions to work place problems					
8.	Self-motivated and taking on appropriate level of responsibility					
9.	Innovativeness					
10.	Working as part of a team					



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi-110068
Centre for internal Quality Assurance
Teachers Feedback Form



(Please send filled feedback form to directoracd@ignou.ac.in)

Dear Teacher,

The unprecedented Pandemic has impacted the teaching- learning process, the world over. Consequently, the University has been trying different alternatives to enrich the academic experience of its learners. Since the lockdown conditions had restricted delivery of the self-learning material (SLM) to the doorsteps of the learners, the University provided soft copy of the SLM through IGNOU eContent Mobile App, eGyankosh and lectures on the YouTube wherever feasible. For providing counselling services, electronic communication channels namely Gyan Darshan, GyanVani, GyanDhara, and Web-enabled Academic Support (WEAS) were used to reach out to the learners in an effective and best possible effective way. Efforts were made to restore academic counselling by making use of Facebook live, Google Meet, WebEx, Zoom and YouTube. The University seeks your valuable feedback on how best it can eliminate the potential barriers between the learner and institution by designing, developing/revising and delivering the updated course content. **You are requested to kindly spare 10 minutes of your valuable time for filling up the Feedback form given below:**

FEEDBACK

1. Name: _____:
2. Gender: (Please \checkmark) 1). Male ☐ 2) Female ☐ 3) Other ☐
3. Age Group: (Please \checkmark) 1) 25 to 35 ☐ 2) 36 to 45 ☐ 3) 46 to 55 ☐ 4) 56 and above ☐
4. Name of School of Studies/ Institute: _____
5. Academic Discipline: _____
6. Total experience in IGNOU (In years): _____
7. Name of the Programme you are handling: _____
8. Number of courses you are handling: _____

Please rate each item on a five-point rating scale ranging from SA: Strongly Agree, A: Agree, UD: Undecided, DA: Disagree, SDA: Strongly Disagree

S. No	Statement	SA	A	UD	DA	SDA
1.	You are comfortable with providing online counselling through Google Meet/ Zoom etc. for interacting with the learners.					
2.	You like to provide live counselling through sessions on social media platforms like					



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi-110068



Centre for internal Quality Assurance
Academics Feedback Form year 2020-2021
 (Please send filled feedback form to directoracd@ignou.ac.in)

Dear Colleague,

The student support service is an important component in the Open and Distance Learning system. Our Regional Centres (RCs) and Learner Support Centres (LSCs) are deeply involved in providing the administrative and academic support to the learners at different levels. You are playing an important role in student support services network of the University. As part of first level contact for the students, you get first hand feedback from the learners pertaining to admission process, self-learning material, counselling, along with other components of programme delivery. During this pandemic, we all have gained new experiences while reaching to the learners with different types of support services. As an academic, you may have participated in online counselling sessions and provided other academic support activities. The University seeks your valuable feedback on how best to provide quality support services to the learners and improve teaching- learning process. **You are requested to kindly spare 10 minutes of your valuable time for filling up the Feedback form given below:**

1. Name: _____:
2. Gender: (Please ✓) 1). Male ☐ 2) Female ☐ 3) Other ☐
3. Age Group: (Please ✓) 1) 25 to 35 ☐ 2) 36 to 45 ☐ 3) 46 to 55 ☐ 4) 56 and above ☐
4. Name of Regional Centre/ Division/ Centre/ Institute/ Unit/ Cell: _____
5. No. of LSCs in the Regional Centre: (if applicable) _____
6. Total experience in IGNOU (number of years): _____

FEEDBACK

Please rate each item on a five-point rating scale ranging from, Strongly Agree (SA), Agree(A), Neutral(N), Disagree(D) to Strongly Disagree (SD):

Sr No.	Statement	SA	A	N	D	SD
	Self learning Material (SLM) Print & Digital					
1.	Coverage of the Content in the SLM is adequate.					
2.	The content is well presented with illustrations					
3.	The level of the language used in the SLM is appropriate					
4.	Learners should receive the SLM before coming to the session.					
5.	The learners' preference for e-SLM is growing					
	Academic Counselling					
6.	The RCs and LSCs use social media adequately for disseminating information to the learners.					
7.	There should be one integrated programme-wise schedule for face-to-face and online counselling.					



IGNOU
THE PEOPLE'S
UNIVERSITY

TEACHERS' FEEDBACK ANALYSIS REPORT (2020-2021)

COMPILATION & DESIGN

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. Navita Abrol, CIQA*
- *Dr. Shekhar Suman, CIQA*

CENTRE FOR INTERNATIONAL TRADE CO-OPERATION
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI - 110068



ACADEMICS' FEEDBACK ANALYSIS REPORT

(2020-2021)



CENTRE FOR INTERNAL QUALITY ASSURANCE

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI- 110068**

COMPILATION & DESIGN

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. Shekhar Suman, CIQA*
- *Dr. Navita Abrol, CIQA*

CENTRE FOR INTERNAL QUALITY ASSURANCE

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI- 110068**

16/1



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ACADEMIC COORDINATION DIVISION
MAIDAN GARHI, NEW DELHI-110 068**

**FIFTY FOURTH MEETING OF THE
ACADEMIC COUNCIL'S STANDING COMMITTEE
TO BE HELD AT IGNOU, NEW DELHI, ON**

Item No. 16

Subject: To consider and approve the Teachers' Feedback Analysis Report (2020-2021) and Academic's Feedback Analysis Report (2020-2021) -CIQA

Note

Feedback from the Teachers and Academics is paramount for improving the overall functioning of the University particularly the teaching-learning process; delivery of the programmes to the dispersed learners; and learner support services provided to them.

The Centre for Internal Quality Assurance (CIQA) developed new tools for obtaining feedback from all stakeholders including the Teachers and Academics; by incorporating the systemic changes that had occurred during the pandemic. These feedback tools have been approved by the Vice-Chancellor.

Feedback was obtained through an online survey conducted through Google form and the Teachers and Academics were requested to respond to the survey online within a stipulated time frame. The data collected was analyzed using both qualitative and quantitative techniques and the following two reports have been prepared:

1. Teachers' Feedback Analysis Report (2020-2021)
2. Academics' Feedback Analysis Report (2020-2021)

Teacher's Feedback Analysis Report (2020-2021) and Academics' Feedback Analysis Report (2020-2021) are placed as **Annexure 16.1 and 16.2**, respectively.

The Teachers' Feedback Analysis Report (2020-2021) and Academic's Feedback Analysis Report (2020-2021) is placed before the Academic Council's Standing Committee for consideration and approval.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(NAAC Accredited A++ Grade)

CENTRE FOR INTERNAL QUALITY ASSURANCE

F. No. IG/CIQA/ LC & FAQ/ 21/22

Dated: 03/09/2021

NOTIFICATION

In view of changes in the directorship the committee *vide* notification no. F. No. IG/CIQA/ LC & FAQ/ 21/22 dated 09/03/2021 is re-constituted within the University to draft the Learner's Charter and FAQs on the University and its operations to facilitate the IGNOU learners:

- | | | | |
|----|--|---|-------------|
| 1. | Prof. Manjulika Srivastava, Director, CIQA | - | Chairperson |
| 2. | Prof Jitendra Kumar Srivastava, Director, ID | - | Member |
| 3. | Prof. M S Senam Raju, Registrar, MPDD | - | Member |
| 4. | Dr. Srikant Mohapatra, Director, RSD | - | Member |
| 5. | Dr. V P Rupam, Director, CPC | - | Member |
| 6. | Dr. Bharat Bhushan, Director, SSC | - | Member |
| 7. | Dr. Himansu K. Bose, Registrar, SRD | - | Member |
| 8. | Dr. V B Negi, Registrar, SED | - | Member |
| 9. | Dr. Navita Abrol, AD, CIQA | - | Convener |

This notification is issued with approval of competent authority.

Dr Navita Abrol
Convener & Asstt Director
CIQA

Copy to:

1. All Members of the Committee
2. VCO
3. Office Copy

“
**OUR STUDENTS
ARE OUR
FAMILY!**
”

ignou
THE PEOPLE'S
UNIVERSITY



LEARNER CHARTER OF IGNOU



PREPARED BY:
CIQA, IGNOU

CONTRIBUTORS

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. Hema Pant, RSD*
- *Dr. Bijayalaxmi Mishra, RU*
- *Dr. SK Mishra, SED*
- *Dr. SK Pulist, SRD*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*
- *Dr. Navita Abrol, CIQA*

COMPILATION & DESIGN

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*





इग्नू/INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(NAAC Accredited A++ Grade)
Centre for Internal Quality Assurance (CIQA)

F. No.: IG/CIQA/IDP/21/ 53
 Date: 29/06/2021

NOTIFICATION

The Board of Management in its 142nd meeting held on 31.05.2021 resolved for evolving an Institutional Development Plan (IDP) viz., Action Plan, Strategic, and Vision Plan, which may be developed by the CIQA of the University in consultation with Planning Board as vision for youth, as is also envisaged in the National Education Policy of the country.

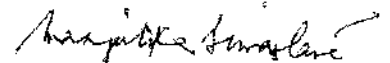
In compliance of the resolution a Committee has been constituted by the Vice Chancellor comprising of the following members:

- | | | | |
|----|---|---|-------------------|
| 1. | Prof. Swaraj Basu, SOSS | - | Chairperson |
| 2. | Dr. Srikant Mohapatra, Director (RSD) | - | Member |
| 3. | Dr. Pankaj Khare, Director (P&DD) | - | Member |
| 4. | Prof. S R Jha, SOS | - | Member |
| 5. | Dr. Vijay Kumar, SOA | - | Member |
| 6. | Prof. Manjulika Srivastava, Director (CIQA) | - | Member & Convener |

The committee shall meet and develop the Institutional Development Plan as envisaged in the National Education Policy, 2020 which reads as:

Each institution will integrate its academic plans ranging from curricular improvement to quality classroom transaction – into its larger Institutional Development Plan(IDP). Each institution will be committed to the holistic development of students and create strong internal systems for supporting diverse student cohorts in academic and social domains both inside and outside formal academic interactions in the classroom.

This issues with the approval of the Vice Chancellor.


 (Prof. Manjulika Srivastava)

Distribution:

1. Members of the Committee
2. VCO for information of Vice Chancellor
3. Directors/Registrars of Schools/Divisions/Institute/Centre/Cells/Units
4. PS to PVC(s)
5. Notification File and Office Copy

प्रो. मन्जुलिका श्रीवास्तव
 Prof. Manjulika Srivastava
 निदेशक (सी.आई.क्यू.ए.)
 Director (C.I.Q.A.)



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
CENTRE FOR INTERNAL QUALITY ASSURANCE
MAIDAN GARHI, NEW DELHI-110 068**

Item No.8

Subject: To consider the Institutional Development Plan of the Indira Gandhi National Open University 2030 – CIQA

Note

The National Education Policy 2020 (NEP 2020) envisages an Institutional Development Plan (IDP) that will serve as a vision document to guide the institutional transformation. The Institutional Plan needs to be aligned with the goals set forth in the NEP 2020 to achieve the intended objectives. Therefore, it is imperative for all institutions to prepare an effective plan.

The NEP 2020 notes that “Each institution will make a Strategic Institutional Development Plan on the basis of which institutions will develop initiatives, assess their own progress, and reach the goals set therein, which could then become the basis for further public funding. The IDP will be prepared with the joint participation of Board members, institutional leaders, faculty, students, and staff”. (Part II Section 19 (19.5) (p.50)).

The Board of Management in its 142nd meeting held on 31.05.2021 resolved for evolving an Institutional Development Plan (IDP) viz., Action Plan, Strategic, and Vision Plan, which may be developed by the CIOA of the University in consultation with Planning Board as vision for youth, as is also envisaged in the National Education Policy of the country. In compliance of the resolution, a Committee was constituted by the Vice Chancellor.

The committee had four meetings: on 01st July 2021; 12th July, 2021; 30th July 2021 and 18th October 2021. Inputs received from the committee members were compiled by CIQA and a draft IDP of IGNOU 2030 was prepared, which was circulated to the members of the Board of Management (BOM)) and Planning Board (PB); academic and administrative staff of the University on 13th August 2021 for their valuable inputs/ suggestions. The suggestions that were received from the BOM member, Prof VS Prasad and other stakeholders were incorporated in the document. The revised document was again circulated to all the BOM and PB members on 27th August 2021. Feedback was received on the revised document from two of the Planning Board members, Ms Sujata Dass, and Prof V. Venkaiah. In accordance with the resolution of the 49th meeting of the Planning Board, the draft 'Institutional Development Plan of IGNOU 2030' was again vetted.

A meeting was also held on 1st October 2021, under chairpersonship of Vice- Chancellor with the internal BOM members, Directors, Registrars, IDP Committee Members and Senior teachers and officials of the University, to discuss and obtain suggestions on “IDP of IGNOU 2030”. As per the resolution of the meeting CIQA invited strategic plans for the next five years from all Schools/ Divisions/ Centres/ Cell/ Unit/ Institute and relevant suggestions were incorporated in the IDP document after discussion with the IDP committee members.

The Institutional Development Plan of the Indira Gandhi National Open University 2030, is will be tabled before the BOM for its consideration.



INSTITUTIONAL DEVELOPMENT PLAN OF IGNOU

CIQA

2021

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Learner Support

06

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Unreached

07

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08

Governance, Leadership, and
Resource Mobilization

09

Quality Assurance and
Enhancement

10

Strategic Action Plan



इन्दिरा / INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(NAAC Accredited A++ Grade)
Centre for Internal Quality Assurance (CIQA)

F. No.: IG/CIQA/IDP/21/ 53
 Date: 29/06/2021

NOTIFICATION

The Board of Management in its 142nd meeting held on 31.05.2021 resolved for evolving an Institutional Development Plan (IDP) viz., Action Plan, Strategic, and Vision Plan, which may be developed by the CIQA of the University in consultation with Planning Board as vision for youth, as is also envisaged in the Nation Education Policy of the country.

In compliance of the resolution a Committee has been constituted by the Vice Chancellor comprising of the following members:

- | | | | |
|----|---|---|-------------------|
| 1. | Prof. Swaraj Basu, SOSS | - | Chairperson |
| 2. | Dr. Srikanth Mahapatra, Director (RSD) | - | Member |
| 3. | Dr. Pankaj Khare, Director (P&DD) | - | Member |
| 4. | Prof. S R Jha, SOS | - | Member |
| 5. | Dr. Vijay Kumar, SOA | - | Member |
| 6. | Prof. Manjulika Srivastava, Director (CIQA) | - | Member & Convener |

The committee shall meet and develop the Institutional Development Plan as envisaged in the National Education Policy, 2020 which reads as:

Each institution will integrate its academic plans ranging from curricular improvement to quality classroom transaction – into its larger Institutional Development Plan (IDP). Each institution will be committed to the holistic development of students and create strong internal systems for supporting diverse student cohorts in academic and social domains both inside and outside formal academic interactions in the classroom.

This issues with the approval of the Vice Chancellor.

Manjulika Srivastava
 (Prof. Manjulika Srivastava)

Distribution:

1. Members of the Committee
2. VCO for information of Vice Chancellor
3. Directors/Registrars of Schools/Divisions/Institute/Centre/Cells/Units

प्रो. मन्जुलिका श्रीवास्तव
 Prof. Manjulika Srivastava
 निदेशक (एच.आई.क्यू.ए.)
 Director (C.I.Q.A.)

The Committee appreciates and acknowledges the contributions and academics inputs provided by Dr. Shekhar Suman, and Dr. Navita Abrol, Assistant Director, CIQA, in the preparation of the Institutional Development Plan document and in the conduct of the meetings at CIQA.

Prof. Manjulika Srivastava
 Member and Convener of the Committee



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(NAAC Accredited A++ Grade)

CENTRE FOR INTERNAL QUALITY ASSURANCE

F. No. IG/CIQA/ NEP/IDP/ 21/106


Dated: 23/11/2021

NOTIFICATION

The *Institutional Development Plan of IGNOU 2030* has been approved in the 145th meeting of the Board of Management held on 25th October 2021. The Vice-Chancellor is pleased to constitute a Monitoring Committee within the University for monitoring the implementation of the Institutional Development Plan (IDP) at IGNOU. The Monitoring Committee is entrusted with the responsibility of detailing the Multiple Parallel Implementation Steps. Through this, the Committee will monitor the implementation of the IDP of IGNOU 2030.

- | | | | |
|-----|-----------------------------------|---|-------------|
| 1. | Prof R P Das, Pro Vice-Chancellor | - | Chairperson |
| 2. | Director, (SOSS) | - | Member |
| 3. | Director, (SOMS) | - | Member |
| 4. | Director, (SOH) | - | Member |
| 5. | Director, (SOS) | - | Member |
| 6. | Director, (RSD) | - | Member |
| 7. | Director, (COE) | - | Member |
| 8. | Prof Swaraj Basu (SOSS) | - | Member |
| 9. | Prof N K Dash (SOE) | - | Member |
| 10. | Prof R Baskar (SOS) | - | Member |
| 11. | Prof. Manjulika Srivastava (CIQA) | - | Member |
| 12. | Dr. Navita Abrol (CIQA) | - | Convener |

This notification is issued with approval of competent authority.


Dr Navita Abrol 23/11/21
 Convener & Asstt Director
 CIQA

Copy to:

1. All Members of the Committee
2. All PVCs
3. Directors/ Registrars of Schools/ Divisions/ Centres/ Institute/ Units/ Cells & Regional Director
4. VCO
5. Office Copy



Navita Abrol <navita@ignou.ac.in>

Re: 1st Meeting of IDP Monitoring Committee to be held on 01/12/2021

2 messages

Dr. R Baskar <rbaskar@ignou.ac.in>

Wed, Dec 1, 2021 at 7:38 AM

To: ciqa ignou <ciqa@ignou.ac.in>

Cc: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vvsbubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Shekhar Suman - 3906 <shekhar@ignou.ac.in>, PVC RPD <rpdas@ignou.ac.in>, vice chancellor <vc@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>

Dear Prof Manjulika Srivastava,

Greetings!

Thank you for your e-mail. Noted the contents and will take part in the meeting.

Regards,

On Tue, Nov 30, 2021 at 3:43 PM ciqa ignou <ciqa@ignou.ac.in> wrote:

Dear Sir/ Madam,
Greetings from CIQA!

The Chairperson of the IDP Monitoring Committee desires to hold the first meeting of the Committee as per the **schedule detailed below**:

Date:	1st December 2021
Time:	11:30 AM
Venue:	CIQA Conference Room VIP Guest House IGNOU.

The Chairperson expects that the Committee members should come with some suggestions/plans on how to initiate the task assigned to the Committee.

Task Assigned to the Committee as per the notification is as follows:

The Monitoring Committee is entrusted with the responsibility of detailing the Multiple Parallel Implementation Steps. Through this, the Committee will monitor the implementation of the IDP of IGNOU 2030

Warm Regards

--
Prof. Manjulika Srivastava

Director, Centre for Internal Quality Assurance
IGNOU, Maidan Garhi, New Delhi - 110068

Professor R. Baskar, FGS (Ind), FGGS
School of Sciences
Indira Gandhi National Open University (IGNOU)
Maidan Garhi
New Delhi-110068
IGNOU - School of Sciences (SOS)
Mobile (WhatsApp) 00-91-94164 39339
Geological Society of India, Council Member
geosocindia.org
IUGS-IGEO Geoscience Education Field Officer
iugscoge.org
IGEO Council Member (India)
igeosci.org
IUGS Geoheritage Collections Working group
SPSTI, Governing Council



Navita Abrol <navita@ignou.ac.in>

Interaction of Schools with IDP Monitoring Committee

1 message

ciqa ignou <ciqa@ignou.ac.in>

Thu, Dec 9, 2021 at 3:54 PM

To: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vvsbubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>, Director SOCIS <directorsocis@ignou.ac.in>, pv suresh <pvsuresh@ignou.ac.in>, School of Extension and Development Studies <soeds@ignou.ac.in>, B K Pattanaik <bkpattanaik@ignou.ac.in>, director sogds <directorsogds@ignou.ac.in>, Himadri Roy <himadriroy@ignou.ac.in>, school of education <soe@ignou.ac.in>, "D. Venkateshwarlu - 4054" <dvenkatesh@ignou.ac.in>, Shekhar Suman - 3906 <shekhar@ignou.ac.in>
Cc: PVC RPD <rpdas@ignou.ac.in>, vice chancellor <vc@ignou.ac.in>

Dear Madam/ Sir,

This is in continuation to the communication sent to your School on the **Plan of Action of the School** with regard to the goals set forth for 2025, in the IDP of IGNOU 2030.

The IDP Monitoring Committee (IDPMC) desires to interact with the Schools of Studies to discuss the Plan of Action (POA) (2021-2025) of their School. **The Directors of the following Schools are requested to come with a detailed POA to make this meeting more fruitful and also apprise the Committee of the issues/concerns of the School if any. We understand that you have through the IDP document as approved by the BOM and for your ready reference extracts of the IDP document with respect to short-term goals and targets are attached with this mail.**

Schools of Studies	SOCIS, SOEDS, SOE & SOGDS
Date:	13th December 2021
Time:	11:00 AM- 1:00 PM
Venue:	CIQA Conference Room VIP Guest House IGNOU

The Committee will be chaired by the Chairperson of IDPMC PVC Prof RP Das.

With kind regards,

Manjulika Srivastava

Prof. Manjulika Srivastava

Director, Centre for Internal Quality Assurance

Head, NEP Cell

IGNOU, Maidan Garhi, New Delhi - 110068

2 attachments

**Short term plan and responsibility.docx**

29K

**Targets- 2025.docx**

15K



Navita Abrol <navita@ignou.ac.in>

2nd Interaction of Schools with IDP Monitoring Committee

1 message

ciqa ignou <ciqa@ignou.ac.in>

Thu, Dec 9, 2021 at 4:08 PM

To: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vvsbubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>, Shekhar Suman - 3906 <shekhar@ignou.ac.in>, Director SOHS <directorsohs@ignou.ac.in>, TK Jena <tkjena@ignou.ac.in>, School of Social Work <sosw@ignou.ac.in>, rose nemiakkim <rosenemiakkim@ignou.ac.in>, DIRECTOR SOTST <directorsotst@ignou.ac.in>, Rajendra Prasad Pandey <rajendrapandey@ignou.ac.in>, Director SOVET <directorsovet@ignou.ac.in>, ashok kumar gaba <akgaba@ignou.ac.in>, School of Performing and Visual Arts <sopva@ignou.ac.in>, "Dr. Govindarazu Bharadwaza" <dr.g_bharadwaza@ignou.ac.in>
Cc: vice chancellor <vc@ignou.ac.in>, vco office <vco@ignou.ac.in>, PVC RPD <rpdas@ignou.ac.in>

Dear Madam/ Sir,

This is in continuation to the communication sent to your School on the **Plan of Action of the School** with regard to the goals set forth for 2025, in the IDP of IGNOU 2030.

The IDP Monitoring Committee (IDPMC) desires to interact with the Schools of Studies to discuss the Plan of Action (POA) (2021-2025) of their School. **The Directors of the following Schools are requested to come with a detailed POA to make this meeting more fruitful and also apprise the Committee of the issues/concerns of the School if any. We understand that you have through the IDP document as approved by the BOM and for your ready reference extracts of the IDP document with respect to short-term goals and targets are attached with this mail.**

Schools of Studies	SOHS, SOSW, SOTST, SOVET, SOPVA
Date:	14th December 2021
Time:	11:00 AM- 1:00 PM
Venue:	CIQA Conference Room VIP Guest House IGNOU.

The Committee will be chaired by the Chairperson of IDPMC PVC Prof RP Das.

With kind regards,

Prof. Manjulika Srivastava

Director, Centre for Internal Quality Assurance

Head, NEP Cell

IGNOU, Maidan Garhi, New Delhi - 110068

2 attachments

Short term plan and responsibility.docx
29K

Targets- 2025.docx
15K



Navita Abrol <navita@ignou.ac.in>

3rd Interaction of Schools with IDP Monitoring Committee-reg

3 messages

ciqa ignou <ciqa@ignou.ac.in>

Wed, Dec 15, 2021 at 12:49 PM

To: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vvsbubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>, DIRECTOR SOTST <directorsotst@ignou.ac.in>, SOA School <soa@ignou.ac.in>, Director SOET <directorsoet@ignou.ac.in>, Rajendra Prasad Pandey <rajendrapandey@ignou.ac.in>, "S.K. Yadav" <skydav@ignou.ac.in>, ashish agarwal <ashisha@ignou.ac.in>
Cc: PVC RPD <rpdas@ignou.ac.in>, vice chancellor <vc@ignou.ac.in>

Dear Madam/ Sir,

Greetings from CIQA!

This is in continuation to the communication sent to your School on the **Plan of Action of the School** with regard to the goals set forth for 2025, in the IDP of IGNOU 2030.

The IDP Monitoring Committee (IDPMC) desires to interact with the Schools of Studies to discuss the Plan of Action (POA) (2021-2025) of their School. **The Directors of the following Schools are requested to come with a detailed POA to make this meeting more fruitful and also apprise the Committee of the issues/concerns of the School if any. We understand that you have through the IDP document as approved by the BOM and for your ready reference extracts of the IDP document with respect to short-term goals and targets are attached with this mail.**

Schools of Studies	SOS, SOSS, SOTST, SOA, SOET
Date:	20th December 2021
Time:	11:00 AM- 1:00 PM
Venue:	CIQA Conference Room VIP Guest House IGNOU.

The Committee will be chaired by the Chairperson of IDPMC PVC Prof RP Das.

With kind regards,
Manjulika Srivastava

Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
Head, NEP Cell
IGNOU, Maidan Garhi, New Delhi - 110068

2 attachments

Targets- 2025.docx
15K

Short term plan and responsibility.docx
29K

ciqa ignou <ciqa@ignou.ac.in>

Thu, Dec 16, 2021 at 10:29 AM

To: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam



Navita Abrol <navita@ignou.ac.in>

4th Interaction of Schools with IDP Monitoring Committee-reg

1 message

ciqa ignou <ciqa@ignou.ac.in>

Fri, Dec 17, 2021 at 5:19 PM

To: SOA School <soa@ignou.ac.in>, "S.K. Yadav" <skyadav@ignou.ac.in>, Director SOH <directorsoh@ignou.ac.in>, School of Journalism <sojnms@ignou.ac.in>, "Dr. O. P. Dewal" <opdewal@ignou.ac.in>, Director Sol <directorsol@ignou.ac.in>, suneet kashyap <suneetkashyap@ignou.ac.in>, Jitendra Kumar Srivastava <jksrivastava@ignou.ac.in>, Director SOITS <director.soits@ignou.ac.in>, Shachi Shah - 4053 <sshah@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vsubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>
Cc: PVC RPD <rpdas@ignou.ac.in>, vice chancellor <vc@ignou.ac.in>

Dear Madam/ Sir,

Greetings from CIQA!

This is in continuation to the communication sent to your School on the **Plan of Action of the School** with regard to the goals set forth for 2025, in the IDP of IGNOU 2030.

The IDP Monitoring Committee (IDPMC) desires to interact with the Schools of Studies to discuss the Plan of Action (POA) (2021-2025) of their School. **The Directors of the following Schools are requested to come with a detailed POA to make this meeting more fruitful and also apprise the Committee of the issues/concerns of the School if any. We understand that you have through the IDP document as approved by the BOM and for your ready reference extracts of the IDP document with respect to short-term goals and targets are attached with this mail.**

It is requested to present the data in the modified format and submit the same to CIQA before the scheduled meeting. We have modified the table based on the interactions we have had with some Schools

Schools of Studies	SOA, SOH, SOJNMS, SOL, SOITS
Date:	21st December 2021
Time:	11:00 AM- 1:00 PM
Venue:	CIQA Conference Room VIP Guest House IGNOU.

The Committee will be chaired by the Chairperson of IDPMC PVC Prof RP Das.

With kind regards,
Manjulika Srivastava

Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
Head, NEP Cell
IGNOU, Maidan Garhi, New Delhi - 110068

2 attachments

Short term plan and responsibility.docx
29K

Targets- 2025.docx
15K



Navita Abrol <navita@ignou.ac.in>

5th Interaction of Schools with IDP Monitoring Committee-reg

1 message

ciqa ignou <ciqa@ignou.ac.in>

Fri, Dec 17, 2021 at 3:40 PM

To: Director SOH <directorsoh@ignou.ac.in>, Director SOSS <directorsoss@ignou.ac.in>, Director SOMS <director.soms@ignou.ac.in>, Director SOS <directorsos@ignou.ac.in>, Director RSD <directorrsd@ignou.ac.in>, COE IGNOU <coe@ignou.ac.in>, Swaraj Basu <sbasu@ignou.ac.in>, NK Dash <nkdash@ignou.ac.in>, "Dr. R Baskar" <rbaskar@ignou.ac.in>, Rashmi Sinha - 3567 <rashmisinha@ignou.ac.in>, sujata verma <svarma@ignou.ac.in>, ravi sankar <ravisankar@ignou.ac.in>, S Mohapatra <smohapatra@ignou.ac.in>, vv subrahmanyam <vvsbubrahmanyam@ignou.ac.in>, Manjulika Srivastava <manjulika@ignou.ac.in>, Navita Abrol <navita@ignou.ac.in>, "Dr. Paramita Suklabaidya" <paramitaz@ignou.ac.in>, Director SOTHSM <directorsothsm@ignou.ac.in>, director soce <directorsoce@ignou.ac.in>, "R.P Singh - SOCE" <rpsingh@ignou.ac.in>, School of Foreign Languages <sofl@ignou.ac.in>, Sunil K Gupta <sunilkgupta@ignou.ac.in>

Dear Madam/ Sir,

Greetings from CIQA!

This is in continuation to the communication sent to your School on the **Plan of Action of the School** with regard to the goals set forth for 2025, in the IDP of IGNOU 2030.

The IDP Monitoring Committee (IDPMC) desires to interact with the Schools of Studies to discuss the Plan of Action (POA) (2021-2025) of their School. **The Directors of the following Schools are requested to come with a detailed POA to make this meeting more fruitful and also apprise the Committee of the issues/concerns of the School if any. We understand that you have through the IDP document as approved by the BOM and for your ready reference extracts of the IDP document with respect to short-term goals and targets are attached with this mail.**

Schools of Studies	SOTHSM, SOMS, SOCE, SOFL
Date:	22nd December 2021
Time:	11:00 AM- 1:00 PM
Venue:	CIQA Conference Room VIP Guest House IGNOU.

The Committee will be chaired by the Chairperson of IDPMC PVC Prof RP Das.

With kind regards,
Manjulika Srivastava

Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
Head, NEP Cell
IGNOU, Maidan Garhi, New Delhi - 110068

2 attachments

Targets- 2025.docx
15K

Short term plan and responsibility.docx
29K



PLAN 1

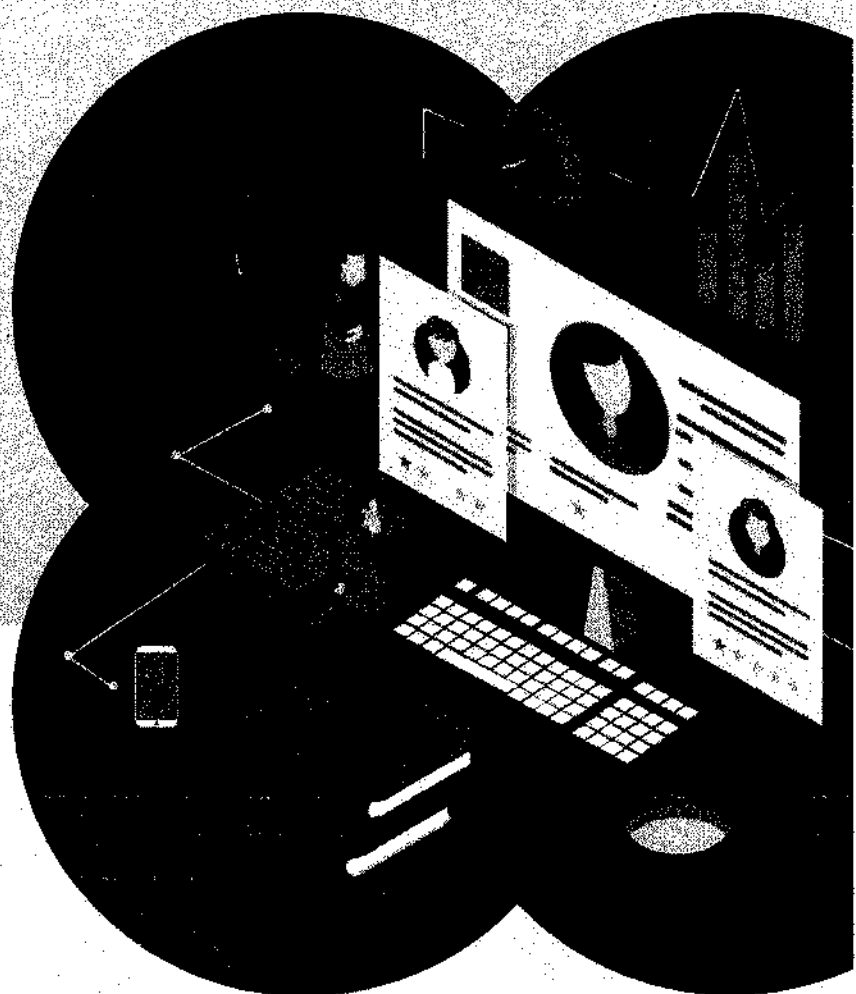
Plans of the Schools of Studies for the Implementation of the Institutional Development Plan of IGNOU 2030



Prepared by:
CIQA, Indira Gandhi National Open University

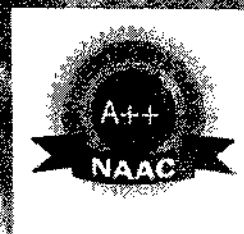
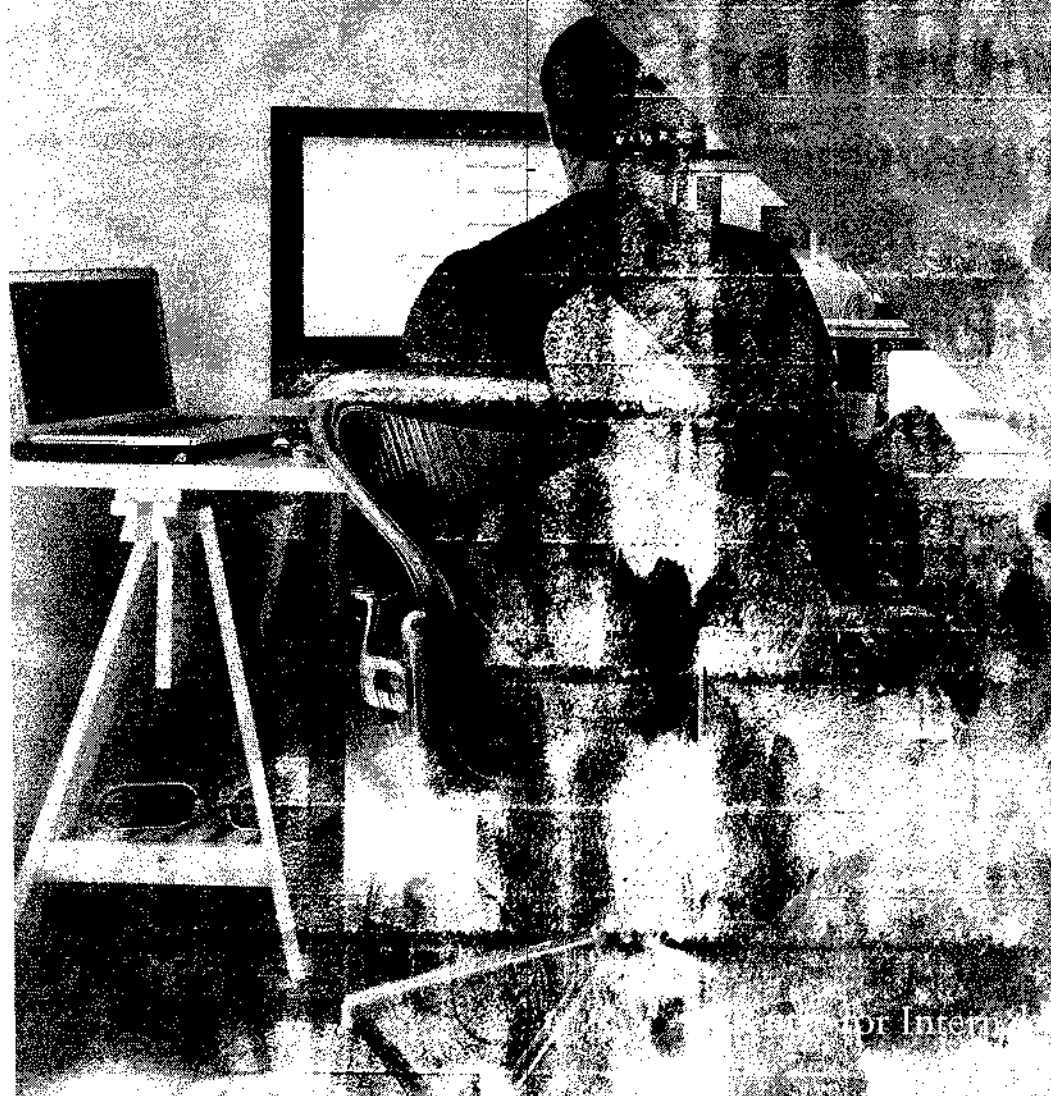
Preparation, Designing & Compilation:

- **Prof. Manjulika Srivastava, CIQA**
- **Dr. Shekhar Suman, CIQA**
- **Dr. Navita Abrol, CIQA**



INITIATIVES OF IGNOU DURING COVID-19 PANDEMIC

Lockdown -1:
23rd March to
3rd September 2020



Prepared By:
Director for Internal Quality Assurance (CIQA),
IGNOU

Dear Sir/ Madam,

Greetings of the day!

In order to discuss and obtain suggestions on "IDP of IGNOU 2030" and Implementation of NEP at IGNOU, the Centre for Internal Quality Assurance (CIQA) is organizing a meeting with the Directors, Registrars, IDP Committee Members and Senior Professors of the University. The meeting will be chaired by the Hon'ble Vice-Chancellor.

The schedule of the meeting is as follows:

Date:	01st October, 2021	
Venue:	Conference Room, Dr. Radha Krishnan, Block-17, IGNOU	
SESSION: 1		
Timings	11:30- 12-15 hours	2030 Institutional Development Plan of IGNOU
11:30-11: 50	Presentation By Director CIQA	
11: 50-12:15	Discussion/Suggestions	
SESSION: 2		
Timings	12-15- 1: 00 hours	Implementation of NEP 2020 at IGNOU
12:15-12:35	Presentation By Director CIQA	
12: 35-13:00	Discussion/Suggestions	

As the above matter requires due consideration and discussion and is of vital importance, you are requested to attend the meeting and give your valuable inputs.

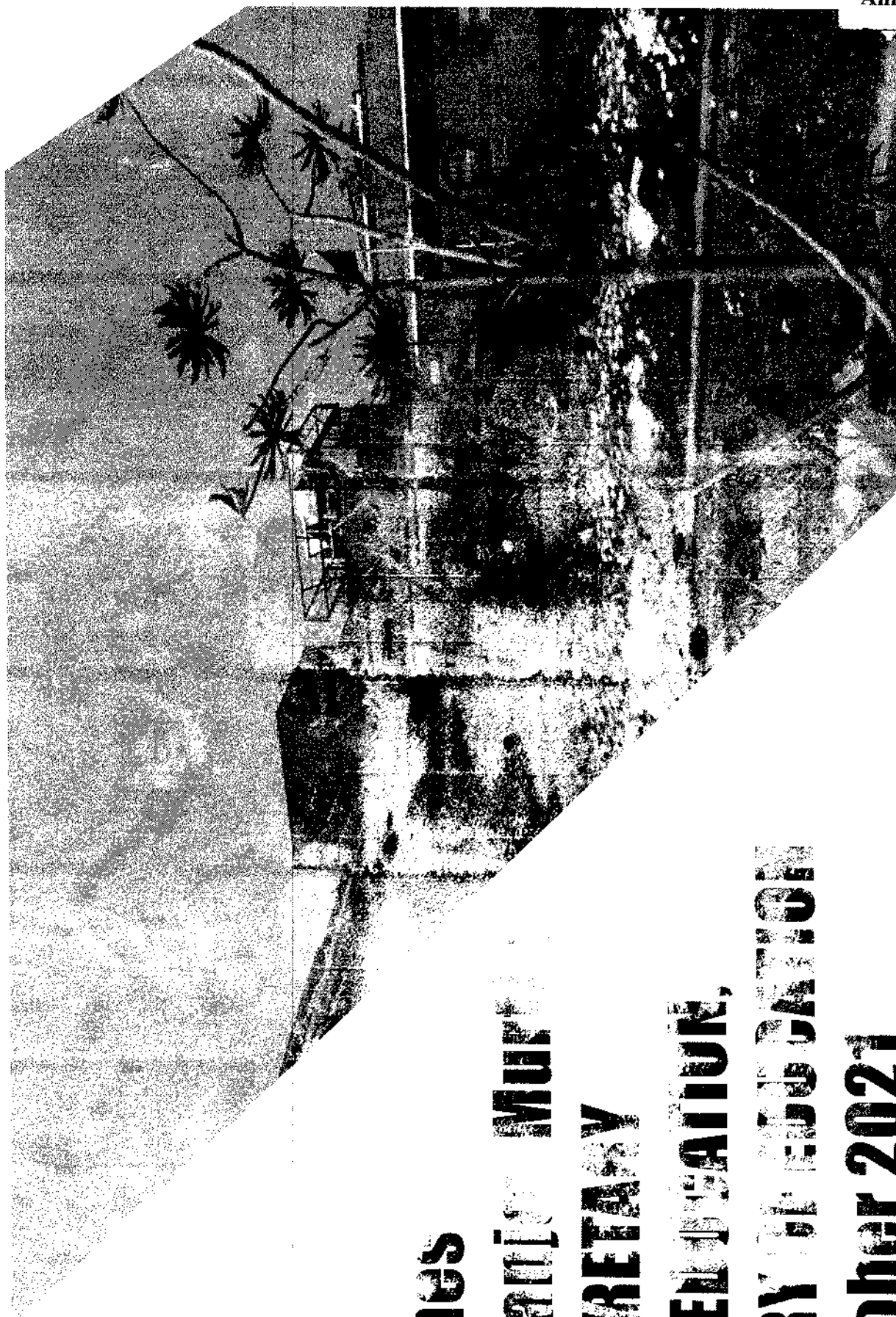
We look forward to your kind presence. A line confirming your participation will be appreciated.

With thanks and regards,

Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
IGNOU, Maidan Garhi, New Delhi - 110068



IGNOU Welcomes Dr. A. Sanku Murthy THE SECRETARY HIGHER EDUCATION, MINISTRY OF EDUCATION 16th October 2021



10/29/21, 12:50 PM

IGNOU Mail: Best Practices of IGNOU in implementing NEP 2020



ciqa ignou <ciqa@ignou.ac.in>

Best Practices of IGNOU in implementing NEP 2020

1 message

ciqa ignou <ciqa@ignou.ac.in>

Fri, Oct 29, 2021 at 12:50 PM

To: secy.ugc@nic.in

Cc: vice chancellor <vc@ignou.ac.in>

To,
The Secretary
University Grants Commission
New Delhi

Sub: Best Practices of IGNOU in implementing NEP 2020 .Date: 29th October, 2021

Dear Sir,

This has reference to the MoE letter F. No. 19-52/2017-CU.CDN dated 22nd October, 2021 directing central universities to share their best practices in implementing the NEP 2020 recommendations.

Accordingly, Indira Gandhi National Open University has documented the "Best Practices of IGNOU in Implementing NEP 2020" and attached herewith.

Yours sincerely,

—
Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
IGNOU, Maidan Garhi, New Delhi - 110068

Best Practices of IGNOU in implementing NEP 2020.pdf
1374K



October 2021

BEST PRACTICES OF IGNOU IN IMPLEMENTING NEP 2020



Prepared by:
CIQA, Indira Gandhi National Open University

Prepared for:
University Grants Commission

Indira Gandhi National Open University
Maidan Garhi, New Delhi - 110068
web: www.ignou.ac.in
<https://www.facebook.com/OfficialPageIGNOU/>
<https://twitter.com/OfficialIGNOU>

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08

Institutional Development plan: A New Vision for the Way Forward



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI- 110068
(NAAC Accredited A++ Grade)**

**F. NO. IG/Admn/NEP-CELL/2021/
DATE: 25TH NOVEMBER, 2021**

NOTIFICATION

SUBJECT: CREATION OF "NEP CELL" AT IGNOU

- I. National Education Policy (NEP), 2020 was launched on 29th July, 2020. Initiatives undertaken by UGC for implementation of NEP, 2020 are : (1) Regulations on Academic Bank of Credits to promote flexibility and facilitate student mobility (2) Guidelines on Multiple Entry and Exit in the Academic Programmes of Higher Education Institutions (3) Guidelines for Apprenticeship/Internship embedded degree programme as part of the curriculum of general degree programme (4) Amendment of Institutions Deemed to be University Regulations to facilitate Vocational Education to enhance Employability (5) Regulations on ODL and Online Education to expand access and increase GER (6) Regulations on Credit Framework for online courses through SWAYAM, 2021 for recognition and integration of credits — Increasing the credit limit from 20% to 40% (7) Guidelines for Internationalization of Higher Education (8) Establishment of Office for International Affairs - one stop contact for foreign students (9) Alumni Connect at University Level to engage with Alumni (of foreign origins and Indians living abroad).
- II. The above-mentioned initiatives are aimed to improve accessibility, equity, quality affordability & accountability and thereby bringing about transformative reforms in the higher education sector.
- III. Further, the University Grants Commission in its endeavour to address the major challenges faced by the higher education system in India adopted "UGC Quality Mandate" for improving the quality in higher education institutions. The activities envisaged under Quality Mandate and aligned to NEP, 2020 can also be undertaken by HEIs at their own level such as offering multidisciplinary programmes, orientation to newly recruited faculty through Faculty Induction Programme (Guru Dakshata), Inculcation of human values and professional ethics (Mulya Pravah), framework for eco-friendly and sustainable campus in higher educational institutions (SATAT), empowering graduates with the vital skills requisite for global employment and successful life (Life Skills), orientation to new students through Student Induction Programme (Deeksharambh), social responsibility and community engagement, industry- academic linkage, development cell and start up incubation centre, divyangjan friendly physical infrastructure, translation of books/course materials for degree programmes in Indian languages.
- IV. In order to ensure that vision of NEP, 2020 gets translated into reality, UGC vide D.O.F. No. 1-4/2021(QIP) dated 18th November, 2021 has requested Universities to

establish "NEP Cell" and make the above-mentioned initiatives operational as well as monitor their progress on timely basis.

- V. Accordingly, the Vice Chancellor is pleased to set up a "NEP Cell" within the University, which will be housed in CIQA. Director CIQA will head the cell.

This is issued with the approval of the Vice Chancellor.

Dr. V B Negi
Registrar (Administration)

Copy to:

1. Prof. Manjulika Srivastava, Director CIQA, IGNOU, New Delhi- 110068 to take over the charge.
2. PVCs
3. Registrar Admin/SRD/SED/MPDD
4. Finance Officer, IGNOU, New Delhi- 110068
5. Head Computer Division, for updating of University website
6. Directors of Schools of Studies/ Institute/Divisions/Units/Cells
7. Librarian, IGNOU, New Delhi- 110068
8. VCO, for information
9. Secretary, University Grants Commission, Bahadur Shah Zafar Marg, New Delhi- 110002

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068**



The University has been established by an Act of Parliament in 1985 with the jurisdiction over the whole of India as well as study centres outside India. The mandate of the University is Access, Equity, Quality and Affordability which is in tune with the recommendations of the National Education Policy 2020. The University is offering at present 228 programmes ODL Programmes and 32 Online programmes, through 21 School of Studies, with 42 disciplines. The following implementation activities for NEP 2020 have been initiated by the University:

1. **Multidisciplinary and Holistic Education** -The bachelor's degree programmes (Bachelor in Arts, Science and Commerce) adopted multidisciplinary approach with the combination of Ability Enhancement Courses in Environment Science and Languages (Hindi or English), skill enhancement courses drawn from courses across the Schools of Studies other than the discipline specific Core and Elective Courses. The learner has freedom to choose courses from the flexible curricular structures across disciplines.
2. **Multiple Entry and Exit**-There are at present 21 programmes with a facility to pre-exit after completion of the courses in the first year and are awarded a diploma. Such diploma awardees can join the programme again under the provision of lateral entry scheme and complete the degree.
3. **Internationalisation** -The University is offering around 142 academic programmes through Overseas Study Centres and 220 academic programme to FSRI students residing in India. Presently, IGNOU's academic programmes are on offer through 23 Overseas Study Centres with footprints in 15 countries. Around 80,000 international learners cumulatively enrolled for IGNOU programmes since 1997. Each year around 2000 to 3000 International students register for IGNOU programmes.
4. **Access, Equity & Inclusion** - The University tries to reach out to learners through network of 67 Regional Centres and more than 2000 plus Learner Support Centres. The University tries to reach out to the socially and economically disadvantaged groups (SEDGs) through Regional Centres and Learner Support Centres in inaccessible remote areas like Leh (Sub-Regional Centre); Andaman and the Nicobar Islands (Regional Centre); 11 Recognized RCs in Defence premises with 84 LSCs; 9 RCs and 194 LSCs in the North Eastern Region; 340 SLSCs for disadvantaged groups including 163 IGNOU SLSCs in jails across India.
5. **Professional Development** -For training of faculty, IGNOU has an exclusive centre Staff Training and Research in Distance Education (STRIDE). STRIDE has also been assigned the task of training 15 lakh Faculty Members in Higher Education Institutions on NEP 2020.
6. **Multilingualism and Regional languages**- University has launched Stand-alone courses in Kashmiri, Nepali and Meitei Lon (Manipuri) to promote Indian languages, arts and culture. Programmes in foreign languages viz. French, Spanish, Arabic, Persian, Russian,

German, Japanese, Korean, Mandarin. Indian language courses in Hindi, Sanskrit, English, Urdu, Malayalam, Gujarati, Odia, Punjabi, Tamil, Telugu, Kannada, Marathi, Bengali, Assamese, Bhojpuri, Kashmiri, Nepali and Meitei Lon (Manipuri) are available to UG students. Further translation courses in Bangla-Hindi Translation and Malayalam-Hindi Translation are also available. IGNOU is started offering online Live Classes in 13 Regional Languages(Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, and Urdu)from the Regional Centres on SWAYAM Prabha Channels.

7. **Vocational and Skill based Education-** The existing vocational and skill enhancement Courses have been integrated into UG Programmes like BSc (General), BA (General), BA (Honours), BCom, BSW and BA (VS) Tourism Management, BPA in Hindustani Music. Vocational Degree Programmes such as MA (Entrepreneurship), BBA (Retailing) and BSC Nursing (PB) have been launched.

8. **Research & Innovation-** National Centre for Innovations in Distance Education (NCIDE) is enhancing student activity and participation by strengthening Innovation Club, Institution Innovation Council, IdeaBank@IGNOU, Ideas to Startup Scheme, Student Empowerment for Entrepreneurial Development (SEED), etc. IGNOU has been ranked First under the category CFIs (Non-Technical) for Atal Ranking of Institutions on Innovation Achievements (ARIA) announced on December 29 2021.

9. **Credit Transfer-** The University has launched the Course-wise Registration and Certification Scheme (CRCS) in which a learner can register for a single course or a limited number of courses, subject to a maximum of 16 credits.

10. **Promotion of Indian Languages, Arts and Culture-** The University has launched academic programmes focusing on Indian art and culture. The Skill Enhancement Courses on different Indian Culture and Arts aspects are offered to the learners at the undergraduate level as part of the CBCS skill enhancement courses. MA programme in Sanskrit and Urdu were also launched.

11. **Online and Digital Education-** The University has digitized the Self Learning Materials (SLMs) of all the programmes and they are available to the learners through its eGyankosh portal, and through IGNOU e-Content App in the Google Play store. More than 16 lakh installations have been done for the e-content App. A provision of a 15% fee refund is in place for learners opting for the digital study material in place of the printed one. More than 20% learners are availing this facility. IGNOU, being the National Coordinator currently offering 151 courses in through the SWAYAM (MOOCs) platform. In last one year around 130 unique SWAYAM Courses were added. IGNOU is now offering 32 online programmes which is completely online right from registration to certification and offered through the dedicated IGNOU-LMS. IGNOU as one of the National Coordinators of SWAYAM Prabha is running following Four Channels which runs both recorded and live sessions. A web-based facility i.e., Web Enabled Academic Support (WEAS) Portal has been created by the University with the aim to provide an interactive one-stop programme portal for the IGNOU learners in getting academic support on the programme they are enrolled in. The University is also engaging the Alumni through registration on the Alumni Portal and the live sessions on the FaceBook.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(NAAC Accredited A++ Grade)
CENTRE FOR INTERNAL QUALITY ASSURANCE

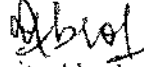
F. No. IG/CIQA/ Credit Transfer/ 21/ 74
Dated: 17/08/2021

NOTIFICATION

The Vice-Chancellor is pleased to constitute a committee within the University to draft a comprehensive Policy on the Credit Transfer at IGNOU based on the latest UGC notifications issued for implementation of NEP 2020:

- | | | | |
|----|--|---|-------------|
| 1. | Prof. Manjulika Srivastava, Director, CIQA | - | Chairperson |
| 2. | Prof Nawal Kishore, SOMS | - | Member |
| 3. | Dr. Srikant Mohapatra, Director, RSD | - | Member |
| 4. | Prof J K Srivastava, Director, ID | - | Member |
| 5. | Prof. V V Subrahmanyam, Director, COE | - | Member |
| 6. | Dr. Himanshu K Bose, Registrar, SRD | - | Member |
| 7. | Dr. S K Pulist, Dy Director, SRD | - | Member |
| 8. | Dr. Navita Abrol, AD, CIQA | - | Convener |

This notification is issued with approval of competent authority.


Dr Navita Abrol 17/8/2021
Convener & Asstt Director
CIQA

Copy to:

1. All Members of the Committee
2. VCO
3. Office Copy



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ACADEMIC COORDINATION DIVISION
MAIDAN GARHI, NEW DELHI-110 068**

Agenda Item No: 7

**Subject: TO APPROVE THE POLICY ON CREDIT TRANSFER THROUGH
ACADEMIC BANK OF CREDITS (ABC)— CIQA**

Note

The University Grants Commission(UGC) has notified the Academic Bank of Credits (ABC) through the Gazette Notification: UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021 vide D.O.No.14-31/2018 (CPP-II) dated 29th July,2021, which shall be a national-level facility to promote flexibility of curriculum framework and interdisciplinary or multidisciplinary academic mobility of learners across Higher Education Institutions (HEIs) in the country with appropriate credit transfer mechanism created through the ABC, and facilitate learners to choose their own learning path to attain a Degree or Diploma or Post Graduate Diploma or academic qualification, working on the principle of multiple entry-multiple exit as well as any-time, any-where, and any-level learning. The ABC is an integral part of the National Academic Depository.

In compliance of the **UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021**, the University has registered with Academic Bank of Credits (ABC). The complete Regulations are annexed as **Annexure-I**.

The multiple entry and exit options would facilitate credit accumulation through the facility created by the ABC scheme in the "*Academic Bank Account*". Guidelines for Implementation of Multiple Entry and Exit in Academic Programmes offered in Higher Education Institutions have been notified by UGC vide D.o.No.F. I -J/202 I (QIP) 29th July, 2021.

In compliance of the UGC guidelines the Vice-Chancellor, IGNOU constituted a committee within the University to draft a comprehensive Policy on the Credit Transfer at IGNOU based on the latest UGC notifications issued for implementation of NEP 2020 under the chairpersonship of Prof. Manjulika Srivastava, Director, CIQA. The committee decided to constitute a working group at CIQA to prepare the draft document and place the same before the committee.

The Committee constituted for preparing the draft Policy on the above, has met twice and discussed the Draft prepared by CIQA. The Final Draft was prepared after incorporating the suggestions received from the members. The policy on credit transfer through academic bank of credits (ABC) is placed as - **Annexure-II**.

The agenda is placed before the Academic Council for approval of the policy on implementation of credit transfer through academic bank of credits (ABC).



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ACADEMIC COORDINATION DIVISION
MAIDAN GARHI, NEW DELHI-110 068**

Agenda Item No: 6

Subject: TO APPROVE THE POLICY ON CREDIT RECOGNITION AND TRANSFER (CRT) UNDER TWINNING ARRANGEMENT WITH FOREIGN HIGHER EDUCATION INSTITUTIONS – CIQA

Note

The NEP 2020 envisages promoting India as a global hub for higher education by attracting a large number of international learners. At the same time HEIs should focus on attaining the highest global standards and improve their institutional rankings globally by figuring in the '*World University Ranking*'. HEIs also need to position themselves strategically to cater to the needs of the global knowledge society by facilitating learner and faculty mobility through international partnerships/ twinning with foreign HEIs to foster international competencies in our faculty and learners to improve productivity in a globalized competitive economy and remain relevant in a globally interconnected world.

The UGC Guidelines for Internationalization of Higher Education in India notified *vide* D.O.68-I/2021(IC) dated 29th July, 2021 enumerate various strategies and initiatives and provide an excellent opportunity through a wide array of activities such as internationally relevant curricula, the brand building of HEI abroad, academic and research collaboration with foreign universities, credit recognition under twinning arrangements, global citizenship approach and engaging with foreign alumni.

In compliance of the UGC guidelines the Vice-Chancellor, IGNOU constituted a committee within the University to draft a comprehensive Policy on the Credit Transfer at IGNOU based on the latest UGC notifications issued for implementation of NEP 2020 under the chairpersonship of Prof. Manjulika Srivastava, Director, CIQA. The committee decided to constitute a working group at CIQA to prepare the draft document and place the same before the committee.

The Committee constituted for preparing the draft Policy on the above, has met twice and discussed the Draft prepared by CIQA. The Final Draft was prepared after incorporating the suggestions received from the members. The policy on credit recognition and transfer (CRT) under twinning arrangement with foreign higher education institutions is placed as **Annexure-1**.

The agenda is placed before the Academic Council for approval of the policy on credit recognition and transfer (CRT) under twinning arrangement with foreign higher education institutions.



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ACADEMIC COORDINATION DIVISION
MAIDAN GARHI, NEW DELHI-110 068**

Agenda Item No: 23

**Subject: TO APPROVE THE POLICY ON MULTIPLE ENTRY AND EXIT IN
ACADEMIC PROGRAMMES OFFERED IN IGNOU– CIQA**

Note

The University Grants Commission has issued guidelines for the Multiple Entry and Exit options launched recently for the undergraduate and postgraduate purses formulated as per the National Education Policy (NEP-2020). The guidelines are available on the official website of the University Grants Commissions.

The multiple entry and exit options would facilitate credit accumulation through the facility created by the ABC scheme in the "*Academic Bank Account*". Guidelines for Implementation of Multiple Entry and Exit in Academic Programmes offered in Higher Education Institutions have been notified by UGC vide D.o.No.F. I -J/202 I (QIP) 29th July, 2021.

The University Grants Commission(UGC) has notified the Academic Bank of Credits (ABC) through the Gazette Notification: UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021 vide D.O.No.14-31/2018 (CPP-II) dated 29th July,2021, which shall be a national-level facility to promote flexibility of curriculum framework and interdisciplinary or multidisciplinary academic mobility of learners across Higher Education Institutions (HEIs) in the country with appropriate credit transfer mechanism created through the ABC, and facilitate learners to choose their own learning path to attain a Degree or Diploma or Post Graduate Diploma or academic qualification, working on the principle of multiple entry-multiple exit as well as any-time, any-where, and any-level learning. The ABC is an integral part of the National Academic Depository.

In compliance of the UGC guidelines the Vice-Chancellor, IGNOU constituted a committee within the University to draft a comprehensive Policy on the Credit Transfer at IGNOU based on the latest UGC notifications issued for implementation of NEP 2020 under the chairpersonship of Prof. Manjulika Srivastava, Director, CIQA. The committee decided to constitute a working group at CIQA to prepare the draft document and place the same before the committee.

The Committee constituted for preparing the draft Policy on the above, has met twice and discussed the Draft prepared by CIQA. The Final Draft was prepared after incorporating the suggestions received from the members. The policy on multiple entry and exit in academic programmes offered in ignou is placed as - **Annexure-I**.

The agenda is placed before the Academic Council for approval of the policy on multiple entry and exit in academic programmes offered in ignou.

Updating of CIQA web Pages and deputing of Mr. Rajeev-reg

1 message

ciqa ignou <ciqa@ignou.ac.in>

Mon, Aug 16, 2021 at 5:00 PM

To: Head CD <headcd@ignou.ac.in>, "Dr. A Murali M Rao" <murli@ignou.ac.in>

Cc: vice chancellor <vc@ignou.ac.in>, Shekhar Suman - 3906 <shekhar@ignou.ac.in>

Dear Sir,

Greetings from CIQA!

Information/ Data for the AQAR submission and subsequent cycle of accreditation are mandatory for all Accredited Institutions. For this purpose, CIQA undertook a review of the existing web pages of CIQA. **Accordingly, it is requested to depute Mr. Rajeev for One day i.e 17th August, 2021** to update and organise the CIQA web page as there is a lot of information which needs to be updated.

Thanks & Regards,

Yours sincerely,

Prof. Manjulika SrivastavaDirector, Centre for Internal Quality Assurance
IGNOU, Maidan Garhi, New Delhi - 110068



Invitation to Web seminar: Quality Assurance of Distance Education

1 message

<messenger@webex.com>
Reply to: itsupport@naac.gov.in
To: shekhar@ignou.ac.in

Thu, 14 Jan 2021 at 11:15 am

When it's time, join the Webex event here.

Host: Samuel Lourdraj C, System Analyst (itsupport@naac.gov.in)

Event number (access code): 126 352 6055

Event password: 1234

Thursday, January 14, 2021 1:15 pm, India Time (Mumbai, GMT+05:30)

Join event

Join the audio conference only

+1-408-418-9388 United States Toll

Global call-in numbers

Need help? Go to <https://help.webex.com>



Invitation to Web seminar: The Role of the TEQSA in regulating and QA in Australian HEIs

1 message

<messenger@webex.com>
Reply to: itsupport@naac.gov.in
To: shekhar@ignou.ac.in

Thu, 28 Jan 2021 at 6:50 pm

When it's time, join the Webex event here.

Host: Samuel Lourdraj C, System Analyst (itsupport@naac.gov.in)

Event number (access code): 182 268 5339

Event password: 1234

Friday, January 29, 2021 10:30 am, India Time (Mumbai, GMT+05:30)

Join event

Join the audio conference only

+1-408-418-9388 United States Toll

Global call-in numbers

Need help? Go to <https://help.webex.com>



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi -110068

<http://www.ignou.ac.in>

Certificate of Participation

This is to certify that

Dr. Navita Abrol

participated in the

**Faculty Development Programme on Serving Students with
Disabilities in Open, Distance and Online Learning**

(Virtual Mode)

26th – 30th April, 2021

Organized by

Staff Training and Research Institution of Distance Education (STRIDE)

T. R. Krishna

**Dr. Tata Ramakrishna
Programme Coordinator**

Dr. R. Satyanarayana

**Prof. R. Satyanarayana
Director, STRIDE**

P. Lakshmi

**Dr. Pulla Lakshmi
Programme Coordinator**



(Handwritten signature)

आचार्य नागेश्वर राव
कुलपति, इग्नू
Prof. Nageshwar Rao
Vice Chancellor, IGNOU

The Director
National Assessment and Accreditation Council
Opp. NLSIU, PE 1075, Nagarbhavi, Bangalore-560 072.
India

Ph +91 080 23210267 (O)
Fax: +91 080 23210268
Email: director.naac@gmail.com

—
Vice-Chancellor's Office
Indira Gandhi National Open University
Maidan Garhi, New Delhi- 110 068
Tel: 011- 29532707(O) 29532484
29535933(Fax)
Web: www.ignou.ac.in
E-Mail: vco@ignou.ac.in

ciqa ignou <ciqa@ignou.ac.in>

Fri, Nov 12, 2021 at 12:50 PM

To: "H.A Ranganath" <director.naac@gmail.com>

Cc: Ponmudiraj BELAVENDRAM SELVADURAI <bspsamson@gmail.com>, Samuel Lourdraj C
<samuel.naac@gmail.com>, vco office <vco@ignou.ac.in>, vice chancellor <vc@ignou.ac.in>

Dear Sir

Greetings from IGNOU!

It will be our pleasure to attend the said programme on 16th November 2021 at 11.30 a.m.
CIQA faculty members, IT experts from the Centre for Online Education, Student Evaluation Division and Student
Registration Division will also attend the meeting along with me.

Kind regards

Yours Sincerely

Prof. Manjulika Srivastava
Director, Centre for Internal Quality Assurance
IGNOU, Maidan Garhi, New Delhi - 110068

[Quoted text hidden]

—
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Going Digital in COVID Times: IGNOU's Experience

MANJULIKA SRIVASTAVA, NAVITA ABROL, BIJAYLAXMI
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Abstract: *The COVID-19 pandemic has been ravaging the Higher Education Institutions (HEIs) all over the world since the beginning of 2020. The epidemic began on March 23, 2020, and learners were forced to miss classrooms for an extended period of time. Educators and governments all across the world were looking for innovative ways to benefit learners by keeping the teaching-learning process operating smoothly. As a result, HEIs were required to produce a detailed and well-structured action plan. There were only two viable options: distance and online learning. IGNOU was in a strong position as a leading HEI for distance and online learning. Disruption management, on the other hand, did not have to be limited to teaching and learning. Policy and planning, governance, infrastructure management, personnel management, medical emergencies, financial management, statutory requirements, liaison with government agencies, and the safety and well-being of learners and employees were all critical areas for the University to manage during this time. This study aims to prove how, by combining technology and a predictable decision-making process, a university with a pan-India presence can sustain continuous operations.*

Key words: *Pandemic, Online learning, Online evaluation, New normal*

Introduction

Covid-19 engulfed the world, unprepared for the devastation unleashed by its impact. The education sector also witnessed a major setback. The pandemic disrupted the education system globally, affecting 1.6 billion students. Academic activities got disrupted worldwide and learners were out of their classrooms for a substantial period. The concept of work from home (WFH), hitherto uncommon in the education sector, became ubiquitous. Distance and online learning were made more accessible than ever before through integrating technology. Teaching-learning, evaluation - both formative and summative, and student support were the areas that required more focus. There was a need to scale up the technology to reach out to learners seamlessly, which was a daunting task for HEIs because of various constraints.



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ATTITUDE OF YOUNG ADULTS TOWARDS MARRIAGE

Lt Col Indira and Navita Abrol

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ABSTRACT

Marriage is one of the most important variable of family formation. The marital institution and child bearing are considered essential for family life, hence couples staying together without wedlock, families with single parents or childless families are not acknowledged as complete or normal. (Tata Institute of Social Sciences [TISS], 1993). Marriage is the union of two individuals with a decision of living together in an intimate relationship for the rest of their lives. It is considered to be one of the most sincere, and complex system of human relationships. According to Landis (1954), family and Marriage are considered necessary not optional. Man's earnest needs as well as consistent satisfaction of few important personal needs, both physical and emotional are met in marriage.

Across the world, marital behaviours in family lives are changing. Young people are delaying the marriage, fewer children are planned by couples, and working outside by married women is becoming common. (Leete 1994; Retherford *et al.*, 2001).

The objective of this research was to explore the attitudes of young adults towards Marriage in India. The data was collected through structured questionnaire where total 12 males and 13 females from 21-32 years participated. 40% participants were in single status while 60% were in committed relationship. 80% participants belonged to nuclear families while 20% were from joint families. 20% were post graduates while 80% were educated up to graduation. The participants responded to a 25 item questionnaire developed by Shivalli, Chitagubbi & Devendrappa (2012) which was adapted and modified as per the need of the research. Results showed the changing attitudes of young adults towards marriage with changing with times. Maximum participants believed that marriage should be decided by individuals themselves rather than elders, marriage is a personal affair and not for social status. Participants believe that economic condition of family must be counted for marriage. Female participants readily accepted equal responsibility in marriage and viewed themselves equivalent to males for the roles society defined. All the participants strongly opposed the idea that husband should handle the finances as he is responsible for care of the family. Youth was not very clear about difficulties related to adjustment to married life. 60% adults were clear that they would enjoy life exclusively in marriage with member of opposite sex. Mutual compatibility was also indicated as an important sphere in the success of marriage in life. Present youth believes that it is not only the responsibility of wife to take care of household chores and husband's responsibility to manage the finances of the family. 40% Participants stated that successful marriage is more important than successful career, majority agrees that wife should not bear the authority of dominance of husband in marital life. The results also indicated that the view towards practice of dowry is changing as majority of the research participants agree that wife should not carry dowry at the time of marriage. Status and responsibilities of both sex was viewed as a vital element for the success of marriage.

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INTRODUCTION

Marriage, also called nuptial or wedlock, is a culturally acclaimed union between people, called spouses, which ascertains rights and commitments between them, between them and their children, and between them and their in-laws. The perception of marriage differs around the world not only between cultures and religions, but also all over the history of any given culture and religion, evolving to both inflate and constrict in who and what is encompassed, but it is principally a custom in which mutual relationships,

usually sexual, are acknowledged or sanctioned. In some societies, marriage is considered to be mandatory before pursuing any sexual activity. On the whole, marriage is considered a cultural universal. As per Article 16 of Universal Declaration of Human Rights, adult men and women have the right to marry and form family without any obligation of nationality, religion or race. Equal rights for marriage and also at its dissolution are entitled to them. Modernization, development and increase in literacy rate weakens various myths and taboos on caste & religion. Prospects for cultural exchanges, travel, work and study through migration increases

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NATIONAL EDUCATION POLICY 2020:

Issues, Challenges



**NATIONAL EDUCATION POLICY 2020:
Issues, Challenges, and Reflections**
(Editors: Rajendra Prasad Das & Santosh Panda)

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AN INNOVATIVE APPROACH TO INCLUSION: A CASE STUDY OF THE TATA INSTITUTE OF SOCIAL SCIENCES

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ABSTRACT

Providing a completely inclusive educational environment has been a prime concern of members of the education sector for a very long time. Efforts have been put up by educators around the world for ushering in the new hope of implementing cent per cent inclusion of all the sections of learners irrespective of their backgrounds and issues.

This paper deals with the innovative strategies adopted at Higher Educational Institutions (HEIs) for implementing inclusion. It outlines the initiatives taken by the Tata Institute of Social Sciences (TISS) in this direction, wherein the students with disability are provided with a wide spectrum of opportunities irrespective of their disabilities. The approaches adopted by TISS that promote social cohesion and an inclusive culture have been documented in this paper.

Key words: *accessibility, inclusion, PwD learners, disability, IARM, TISS*

INTRODUCTION

This world is full of diversity and individual differences, here no one is identical.

UNESCO has rightly commented on the plight of societies as it has said, "Exclusion from meaningful participation in the economic, social, political and cultural life of communities is one of the greatest problems facing individuals in our society today. Such societies are neither efficient nor desirable." (UNESCO, 2009). Even the United Nations has laid stress on inclusive

ONLINE EVALUATION: A VIABLE ALTERNATIVE FOR CONTEMPORARY TIMES

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ABSTRACT

Counselling and tutoring are the backbone of any educational system whether Conventional or Open and Distance Learning (ODL), and this present scenario of social distancing has brought both the pattern of education on a single platform- Online mode. While the conventional system is struggling to find suitable ways of providing education without losing the ethos, ODL institutions are having the upper hand in dealing with these exceptional circumstances due to their inbuilt, inescapable requirement of using various technologies for the delivery of instruction and supporting their distance learners.

The pandemic of the coronavirus (COVID-19) has been a catalyst in speeding up the shift from face-to-face to online methods of tutoring and counselling distance learners. All Open Universities (OUs) and Directorates of Distance Education (DDEs) have to rethink their operations including redefining the roles and functions of their Regional Centres(RCs) and Learner Support Centres(LSCs), as brick and mortar institutions alone are not sufficient to provide counselling and tutoring support to distance learners in the times ahead.

This paper outlines the various online methods available for ODL institutions to switch over to, for providing effective counselling and tutoring support to their distance learners. An attempt has been made to identify the available technologies; define their characteristics: synchronous/asynchronous, number of learners it can serve, interactivity, etc.; and prepare a matrix on their utilization for different levels and types of tutoring and counselling. The new model that is being proposed will require re-designing the learner support system as such. In this context, the role of Regional Centres (RCs) and Learner Support Centres (LSCs) will need to be redefined. Also, the role of existing academic counsellors will need to be recast.

Introduction

The winds of socio-economic change have ushered in a new era representing innovation and change through the introduction of online learning and digitalization of operations to provide lifelong learning opportunities and services to all. Rising unemployment, requirements of skilled manpower, upskilling/reskilling of the workforce, shifts in societal expectations and the enormous capabilities of ICT are pushing institutions of higher learning to go online. Thus, the digital transformation of the teaching-learning process in the Digital Age, presents a dramatic shift in the educational paradigm from a teacher-centred to a learner-centred approach of open and flexible learning. Low-cost mobile computing devices; cloud-based computing; Open Educational Resources (OER); Massive Open Online Courses (MOOCs); virtual reality and virtual worlds (Second Life; augmented reality; virtual labs; robotics; artificial intelligence; machine learning; etc.) are some of the key trends which have emerged across global higher education sector.



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